

# ARIZONA'S AGING 2020 PLAN

January – December 2007

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**Goal 1: Make it easier for older Arizonans to access an integrated array of state and aging services.**

For older Arizonans to fully participate in all aspects of community living, they and their families need access to information, resources, and services through a variety of venues. To this end, public and private organizations can play a leadership role in making it easier for older Arizonans to find and use the services and resources they need, no matter where in Arizona they may live.

**Objective 1.1: Provide information and promote understanding of options, benefits, and available services through a range of multi-media formats.**

| Strategies |  | Lead Agency | Key Partner | Start/End Dates          | Progress/Accomplishments   |
|------------|--|-------------|-------------|--------------------------|--|
| a.         | Enhance information systems to improve access to information related to senior health issues.                    | AHCCCS      |             | Ongoing                  | <b>July 2007</b> - The first match was completed in 04/07. AHCCCS is currently working with the findings.  |
| b.         | Review and revise the AHCCCS Web site to ensure its suitability for an aging population.                         | AHCCCS      |             | Ongoing                  | Ongoing  |
| c.         | Continue to implement Web-based strategies for collecting and providing licensing and vital records information. | ADHS        | GITA        | Est. completion of 12/06 | <p><b>July 2007</b> - Project Kick-off conducted 10/20/05; workgroup meeting in Nov. 05 to launch e-licensing for Special Licensing as first phase. E-licensing was implemented in Special Licensing in 7/07.</p> <p><b>December 2007</b> - Plan to implement E-licensing in Medical, Long Term Care, Behavioral Health, Assisted Living Programs.</p> <p><b>Task Completed 2007</b></p> |

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| d. | Develop One-Stop Resource Centers across the state to make it easier to access information on a variety of aging-related topics, issues, and services. | DES, GACA, AHCCCS | Area Agencies on Aging (AAAs) | 2005 – Sept 29, 2008                               | <b>July 2007</b> - Charter between DES and AHCCCS to identify project personnel and develop IT business requirements has been signed. AZ Links staff have been meeting regularly with AHCCCS Project staff in reviewing business requirements. In addition, static AZ Links website should be available by the end of July. MOU's between partner agencies involved in the Maricopa and Mohave Regional Networks have been signed. Regional Network Partners have been meeting on a monthly basis to develop agenda for cross training of staff who will be involved in the Az Links Project. Consumer Focus Groups encompassing individuals from all three target populations will meet in August to review and provide feedback on the static website. |
| e. | Utilize existing resources such as State Health Insurance Program and Benefits Checkup to expand life choices and information on benefits program.     | DES               | AAAs                          | End 9/29/2008                                      | <b>July 2007</b> - Integration of BCU and SHIP has been identified as one of the business requirements in the design of AZ Links. Project staff from AHCCCS, DAAS, and DTS continue to meet in developing the infrastructure.  |
| f. | Use the Arizona Department of Housing ("ADOH") web site to provide information on ADOH and other service issues of interest to senior citizens.        | ADOH              | All agency 2020 Team          | 10/05 - 9/06<br>Continue to update.<br><br>Ongoing | <b>July 2007</b> - Work team in place to revamp ADOH website.<br><br><b>October 2007</b> - New Website up and adding links to webpage. ADOH also works on updating information for social serve.com which assists all clients of the state in finding affordable, housing for young and old, for disable and non disable.  |

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|    |   |      |  |                         | <b>Task Completed 2007</b> - updates ongoing   |
| g. | Utilize the Universal Trail Assessment Process (UTAP) system to provide information about the actual conditions in outdoor, natural environments.   | ASP  |  |                         |  |
| h. | The Arizona State Parks web site should be Americans with Disabilities Act ("ADA") accessible.  | ASP  |  |                         |  |
| i. | Revisit and modify the content and format of the agency Web site with possible options of large font and readability using talking browser programs. Develop large print options for the Official State Visitor Guides. | AOT  |  | August 2005 – June 2008 | <b>July 2007</b> - Redesign and development continues.<br><br><b>December 2007</b> - Web site development completed.<br>Review & redesign of Official State Visitor Guides ongoing.  |
| j. | Additional Veterans Benefits Counselors will need to be added.  | ADVS | Various levels of government and Veterans Service Organization | June 2006 – June 2008   | <b>July 2007</b> - The Legislature authorized 19 additional VBC's. The hiring process has been initiated and the training for new VBCs has been improved and expanded. Offices for the VBCs are being located statewide, with the intention of keeping drive time to reach a VBC to an hour. |

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| k. | Review and revise the Attorney General web site to ensure its suitability for an aging population in accordance with GITA guidelines and resource availability. | AG |  |  | <p><b>May 2007</b> - Internal review begun within AG Office. Senior print and web resources in the process of being updated.</p> <p><b>December 2007</b> - Internal review finished. Senior materials are being updated and concept of a "senior friendly" mirror site is being researched (Larger fonts, less downloads).</p> |
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**Objective 1.2: Facilitate an interagency approach towards a comprehensive transit system that allows older adults to remain as independent as possible.**

| <u>Strategies</u> |  | <u>Lead Agency</u>  | <u>Key Partner</u>  | <u>Start/End Dates</u> | <u>Progress/Accomplishments</u>  |
|-------------------|--|---|---|------------------------|--|
| a.                | Collaborate with other agencies to coordinate transportation resources to effectively meet the needs of older adults.                      | ADOT is lead agency with a multi-department effort to implement the Arizona Rides Executive Order and perform, via federal grants, a Statewide transportation coordination assessment and action plan. See ADOT comments to right.<br><br>DES | DES, AHCCCS, ADHS, Pinal/Gila Council on Aging, Community Agencies in Pinal County, MAG | Ongoing                | <p><b>August 2007</b> - Council met in July, and will meet again in October and November. Scheduled activities include formulation of policy on Mobility Management and job description, completion of annual Report (Dec) to Governor on Council activities, and report on the JARC and New Freedom FTA funds distribution throughout the state. Currently strategizing for a spring conference to focus on mobility management programs in rural Arizona</p> |
| b.                | Work with manufacturers of rail cars and all interested parties to develop equipment that meets the physical needs of the senior traveler. | ADOT  | METRO Rail  | Ongoing                | <p><b>August 2007</b> - Met with METRO rail staff to review specifications for those with disabilities and the elderly ensuring that light rail cars are fully and easily accessible.</p>  |

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| c. | Partner with public transit, airport, rail and elderly support interest groups, the Arizona Motor Vehicle Division (MVD), councils of governments and metropolitan planning organizations to improve travel options and travel support for those elderly who can no longer drive. | ADOT | MAG  | Ongoing  | <b>March 2007</b> - See 1.2.a. regarding ADOT's Section 5310 Program. ADOT is a member of the MAG Elderly Mobility Stakeholders group which is examining MAG Elderly Mobility plan components related to the provision of services, design features, etc., to mitigate elderly transportation issues. Also see 6.3.r. regarding Light Rail facilities.  |
| d. | Insure that the needs of the elderly are taken into account in determining highway, rest area and other transportation-related lighting needs.  | ADOT | FHWA | Ongoing. | <p><b>September 2007</b> -Continue to consider and emphasize incorporation of design strategies to accommodate aging drivers and pedestrians in the design of new highway facilities and when upgrading existing facilities. Design strategies that are intended to assist aging drivers with reduced perceptive and reactive abilities involve interchange and intersection geometry and turning movements, pavement markings, lighting, signing, and signalization. In addition, continued incorporation of design recommendations contained in the Americans with Disabilities Act will enhance the safety and environment for aging pedestrians.</p> <p>ADOT has developed a Rest Areas Master Plan with a spacing of about one hour* Driving time between areas. Master Plan Includes:</p> |

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|----|---|------|--|----------|---|
|    |   |      |  |          | <ul style="list-style-type: none"> <li>▪ Existing – 15 Interstate, 4 Non-Interstate</li> <li>▪ Proposed – 3 Interstate, 1 Non-Interstate</li> <li>▪ All have lighting for parking and security.</li> <li>▪ All are ADA.</li> <li>▪ *One hour time is very important, Number 1</li> <li>▪ Complaint when one is or is about to be closed is spacing due to incontinence problems and limits.</li> <li>▪ FHWA provides oversight of the program on funding for construction of new and rehabilitation of older rest areas.</li> <li>▪ Ongoing: 1 Rest Area Reconstruction completed 2007</li> <li>▪ 1 Rest Area Reconstruction under contract 2007</li> <li>▪ 2 Rest Area Reconstructions funded FY 08</li> <li>▪ 4 Rest Area Systems Preservations are due per Transportation Board Policy.</li> </ul> |
| e. | Improve public outreach to the elderly community to ensure inclusion in Context Sensitive Solutions which integrate and balance community, environment and aesthetic values with traditional transportation safety and performance goals. | ADOT |  | Ongoing. | <b>September 2007</b> - Project teams actively solicit public comment during the conceptual stage of projects to ensure that designs are in keeping with community values. Public involvement plans are also tailored to the specific characteristics and needs of the community. A wide variety of techniques are employed in order to receive the maximum input and feedback from community members. Specific techniques that have proven to be effective are being applied in order to reach and receive input from the elderly population.  |

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| f. | Review and revise construction and maintenance practices to compensate for the diminished faculties of the senior driver. | ADOT | FHWA | Completed 2003 | <b>September 2007</b> - Convert all work zone signs on state system to florescent orange. |
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**Objective 1.3: Ensure access to health care for seniors of all socio-economic levels.**

| <u>Strategies</u> |   | <u>Lead Agency</u> | <u>Key Partner</u> | <u>Start/End Dates</u> | <u>Progress/Accomplishments</u>                 |
|-------------------|---|--------------------|--------------------|------------------------|---|
| a.                | Offer affordable premium-based insurance (i.e. Health Care Group) to small businesses.  | AHCCCS             |                    | Ongoing                | <b>Task Completed – 2006</b><br>Service Ongoing |
| b.                | Evaluate emerging technological opportunities such as telemedicine.                     | AHCCCS             |                    | Ongoing                |   |
| c.                | Improve accessibility to care by enhancing medically necessary transportation services. | AHCCCS             |                    | Start 2004             |   |

**Goal 2: Increase awareness and understanding of aging issues and help prepare Arizona for an aging population.**

The role of education cannot be underestimated in planning Arizona's future. Education permeates nearly every section of the Aging 2020 Plan. Through education, the fears, myths and misconceptions about aging can be changed so that older adults, businesses, providers and Arizona, as a whole, can be free from artificial barriers that prevent all from realizing the full potential of our changing population.

**Objective 2.1: Provide culturally appropriate information to older adults and their families to promote a broad understanding of issues that arise as we age and how to address them.**

| <u>Strategies</u> |   | <u>Lead Agency</u> | <u>Key Partner</u> | <u>Start/End Dates</u> | <u>Progress/Accomplishments</u>  |
|-------------------|---|--------------------|--------------------|------------------------|--|
| a.                | Develop culturally appropriate awareness campaigns to educate communities on elder abuse. | DES                | Spanish news media | May 2005/              | <b>July 2007</b> - APS has conducted some interviews with the Spanish news media within the last 3 months. APS recently finalized an agreement with the Tohono O'odham Nation providing consultation and assistance with training for the tribe's new APS program. APS is striving to hire a diverse workforce when positions open state wide.   |
| b.                | Increase the cultural and linguistic competency of aging services provided statewide.     | DES                |                    | 7/1/2005 to 6/30/2008  | <b>July 2007</b> - Federal funding for the Alzheimer's Walk of Friendship was continued through June 30, 2008. This program focuses on cultural issues confronting caregivers of people with dementia. The program will be centered in Maricopa and Mohave Counties, featuring consumer-directed choices and a voucher system in a collaboration with the State of Nevada's Alzheimer's grant program.<br><br><b>Service Ongoing</b> |

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| c. | Use surveys to gather data from park visitors to identify whether facilities and services are disproportionately affecting older demographics and to identify areas for improvement. | ASP     |   |                     |   |
| d. | Use the Trails and Health Journal to educate the public on the health benefits of physical activity on trails.   | ASP     |   |                     |   |
| e. | Have agency representatives make personal contact with senior groups to discuss safety issues, provide information, and supply personal advice.                                      | DPS     | DPS Community Outreach & Education (CORE) Unit. Research and Planning (R&P) | 7/1/2005 ~ 12/31/07 | <p><b>March 2007</b> - R&amp;P maintaining contact with retirees to solicit input, keep apprised of Aging 2020 Plan, and provide information regarding agency issues impacting retirees.</p> <p><b>July 2007</b> - R&amp;P working with HR on volunteer manual.</p> <p><b>December 2007</b> - DPS to host retirees web site. R&amp;P staff participating in retiree's organization.</p> <p><b>Task Completed – 2007</b></p> |
| f. | Use a combination of agency employees and volunteers/retirees to provide community education services on topics such as predatory lending, life care planning, id theft, etc.        | AG, DPS | DPS CORE Unit, Highway Patrol, Coalition of DPS. DPS Volunteer Coordinator  | 7/1/05 ~ 12/31/07   | <p><b>March 2007</b> - DPS has a network in place for distributing information through districts statewide. Agency appointed a volunteer coordinator for community interaction. He is expanding the volunteer base to include retirees in rural communities for CORE presentations.</p> <p><b>June 2007</b> - (AG) AG Community Services now</p>  |

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|    |  |     |  |                | <p>consists of 200+ volunteers which staff 36 satellite offices. They distribute, on average, 95,000 publications per fiscal year, do 350+ presentations\events and distributed around 4,000 Life Care Planning packets.</p> <p><b>December 2007</b> - (DPS) Coordinator expanding the volunteer base to include retirees in rural communities for CORE presentations.</p> <p>(AG) AG Community Services now includes 250+ volunteers which staff 36 satellite offices. They distribute, on average, 95,000+ publications and 9,000 Life Care Planning packets per year and do 400+ presentations\events statewide.</p> <p><b>Task Completed - 2007</b></p> |
| g. | Use research to develop and implement marketing campaigns to attract in and out of state visitors in the aging population. | AOT |  | FY03 – ongoing | <p><b>2006</b> - AOT's current primary marketing demographic is 45-64 years of age. AOT will not continue to plan and execute marketing campaigns using research and studies to continue to attract this demographic and the aging population as well.</p> <p><b>Task Completed – 2006</b><br/>Efforts ongoing</p>  |
| h. | Publicize scams and frauds to increase senior awareness.   | AG  | AG Community Services Unit, Public Advocacy Division | FY 06- ongoing | <p><b>June 2007</b> - AG has instituted a “Scam Alerts” program where AGO distributes new scams that come through our consumer protection phone line and electronic media. These alerts are sent to the media as well as those who signed up via the website for these alerts. In Jan 2007-June</p>   |

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|    |   |    |  |               | <p>2007, AG received 21 print stories and 4 radio stories about new scams in the community.</p> <p><b>December 2007</b> - AG has instituted a “Scam Alerts” program where AGO publicizes new scams that come through our consumer protection complaints and inquiries. These alerts are sent to the media as well as those who signed up via theAG website for scam alerts. In 2007, AG received 129 print stories, 11 TV and 15 radio stories about new scams in the community.</p> <p><b>Task Completed -2007</b><br/>Service Ongoing</p> |
| i. | Expand upon the use & development of culturally relevant & appropriate materials & outreach information for a diverse aging population. | AG | AG Community Services Unit, Public Advocacy Division | FY05- ongoing | <p><b>May 2007</b> - AG started translating all its in-house printed materials into Spanish and will continue to do so. In May 2007, we finalized the translation of our Life Care Planning documents along with an accompanying DVD into Spanish. AG Community Services also retains 3 bi-lingual Spanish speaking staff to respond to media interviews and do bi-lingual presentations.</p> <p><b>December 2007</b> - Services ongoing</p> <p><b>Task Completed – 2007</b><br/>Service Ongoing</p>  |

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| j. | Educate the aging population about its rights under the civil rights and consumer fraud laws, and enforcement processes of the AG's office through public awareness campaign, satellite offices, and partnerships with community groups, volunteers, and federal, state and local agencies. | AG | AG Community Services Unit, Public Advocacy Division | FY06-ongoing | <p><b>May 2007</b> - AG began creating materials both for distribution and for mass media that addresses education in said areas. Currently all Civil Right's areas have been created and are available in both English and Spanish. Each Satellite Office, now 36, is equipped with local, state and federal resources and any person can now call either the Elder Fraud Line at 602 542 2124 or the Community Services Line at 602 542 2123 and get assistance that is respectful to the senior calling and can take the time to answer all their questions.</p> <p><b>December 2007</b> - The AGO has trained volunteers to assist people who need help to understand their rights under the law. The program is administered through 36 satellite offices and 10 state-wide staff. The AG program also administers public awareness campaigns which most recently include Fair Housing and Life Care Planning.</p> <p><b>Task Completed – 2007</b><br/>Service Ongoing</p> |
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**Objective 2.2: Promote gerontological studies in all disciplines to address aging issues through a multidisciplinary approach.**

| Strategies |   | Lead Agency | Key Partner  | Start/End Dates  | Progress/Accomplishments   |
|------------|---|-------------|--|------------------|--|
| a.         | Collaborate with experts in the field to develop and provide training opportunities for professionals and others who have contact with older and vulnerable adults. | DES         | S.A.F.E.E.,<br>Older Adult Services Network,<br>K.A.R.E. | 7/2005 - Ongoing | <p><b>July 2007</b> APS management was recently trained on investigative techniques and the Administrative Hearing process. This is in preparation for the APS Appeals Process that takes effect on 7/1/07. The APS field attended two days of training June 19 &amp; 20, 2007.</p> <p><b>Task Completed – 2007</b></p>  |
| b.         | Increase accessibility, through distance learning and other methods, to gerontology education in Arizona.   | ABOR        |  | Thru Dec. 2007   | <p><b>October 2007</b> - ASU's School of Aging and Lifespan Development offers twelve distance-learning courses that are available either entirely on line or in a hybrid version that combines on-line instruction with occasional classes on campus. With the supported of a \$32,980 grant from the Arizona Board of Regents, four additional classes will be available on line in 2008. The UA Graduate Program in Gerontology offers an Online Graduate Certificate in Gerontology with 7 totally online courses, and 5 more planned (4 new courses through the ABOR grant, 1 through the AzGEC grant.) The UA Reynolds Grant to enhance physician education in geriatrics provides the UA a national network of long-distance (and other) resources for gerontology education in Arizona. The UA was awarded the \$1.2 million/3 year HRSA Grant to fund the Arizona Geriatric Education Center ( 2007) to improve the interdisciplinary</p> |

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|    |  |      |  |         | training of providers, focusing on distance learning and rural/urban vulnerable elders.   |
| c. | Create public awareness of the need for specialized knowledge and skills in providing services (health and otherwise) to, and designing products for, seniors. | ABOR |  |         | <b>October 2007</b> - Accessibility to gerontology education is promoted by ASU's School of Aging and Lifespan Development through community education conferences. ASU hosts community education events, Focused Forums, that are marketed to the general public on topical aging-related matters (caregiving, or diabetes, or memory change), as well as a half-day Conference on Aging on a variety of topics. These are held in alternating years, with Fall and Spring Focused Forums one year and the Conference on Aging the alternate year. These community education events and conferences provide opportunities by which referrals are made to appropriate professionals. The UA ACOA works closely with local and state agencies to promote public awareness throughout Arizona, with an emphasis on border communities. Topics of state-wide conferences include Caregiving Issues, Dementia and Elder Abuse/Neglect. The newly funded UA AzGEC builds ongoing interdisciplinary collaboration in aging-related issues throughout the state. |
| d. | Strengthen existing collaboration between the community college and university systems to enhance postsecondary education.                                     | ABOR |  | Ongoing | <b>October 2007</b> - Initial steps at collaboration with the community colleges in Maricopa County are tied to transforming ASU's Gerontology Program. The School of Aging and Lifespan Development will retain the gerontology minor and the graduate certificate   |

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|  |  |  |  |  | <p>in gerontology, but it also will implement a new B.S. in Aging and Lifespan Development and a M.S. in Aging and Lifespan Development in Fall, 2008. The initiative to offer an undergraduate degree in aging will stimulate greater collaboration with the community colleges that serve as "feeders" to this degree program. The UA Graduate Programs in Gerontology, renamed "Interdisciplinary Studies in Aging," have been invigorated by the AzGEC and Reynolds Grants, and the ACOA. The AzGEC activities include collaborations with community colleges. A new planned minor in "Studies in Aging" (Fall 2008), with both health professional and non-health professional tracks, will provide a pathway from community colleges to the UA. There is a recognized need to re-institute the Masters in Gerontology and additional advanced degrees, and expand the PhD minor.</p> |
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**Objective 2.3: Educate businesses, providers, and other private entities about the value and needs of senior Arizonans.**

| Strategies | Lead Agency  | Key Partner | Start/End Dates | Progress/Accomplishments  |
|------------|--|-------------|-----------------|---|
| a.         | Partner with the Governor's Advisory Council on Aging to offer educational workshops and/or information to share with tourism industry constituents. | AOT         | GACA            | <p>May 2007</p> <p><b>July 2007</b> - During May, 2007 AOT held three "Grand Impressions Workshops" customer service training programs. AOT collaborated with representatives from AZ Office for Americans with Disabilities, Governor's Office and DES/Division on Aging &amp; Adult Services to provide presentations featuring the latest trends, research, and information when working for and with older adults and persons with disabilities to a wide variety of attendees at these sessions.</p> <p><b>Task Completed - 2007</b></p> |
| b.         | Provide customized workshops during the annual Governor's Conference on Tourism to address issues facing the aging population and tourism.           | AOT         |                 | <p>December 2005 – June 2007</p> <p><b>July 2007</b> - Committee is working to develop outline for breakout sessions dedicated to these issues at the Governor's Conference scheduled in July, 2008.</p>  |
| c.         | Use web site to offer coordinating information about tourism and the aging population to industry constituents.                                      | AOT         |                 | <p>June 2006 - ongoing</p> <p><b>Task Completed – 2007</b><br/>Efforts Ongoing</p>  |

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| d. | Use studies to drive the development of tourism programs, tourism promotions, and education/awareness, regarding issues that relate to travel/tourism and the aging population.  | AOT  |   | Beginning FY2003 - ongoing | <b>Task Completed – 2004</b><br>Efforts Ongoing  |
| e. | Inform providers of available Fiduciary Division services and market itself as a community resource.   | ADVS | Superior Courts, Dept. of Veterans Affairs. | Continuing                 | <b>July 2007</b> - A new Fiduciary Manager was hired in June and the Division is in the process of implementing a new marketing plan.  |
| f. | To coordinate conferences and seminars that bring together key players to explore, discuss, and create heightened awareness of age-related issues, form new partnerships, and expand the participants' knowledge of available resources. | GACA | All state agencies, Aging Network           | Annual Events              | <b>July 2007</b> - The Council held seven regional Senior Action Days across the state affording more than 1000 seniors and community members with the opportunity to speak directly to their legislators and to have their needs and concerns heard.<br><br><b>October 2007</b> - the Council has set the date for the 2008 Governor's Conference on Aging. It will be May 14-16, 2008 at the Mesa Convention Center in Mesa, AZ. |
| g. | Partner with Commerce, DES, Tourism, and others to promote the value of mature workers.  | GACA | Commerce, DES, Community Colleges           | Start Feb 2005 - Ongoing   | <b>October 2007</b> - the Council continues its work to implement the Arizona Mature Workforce Initiative. Now established as a national leader on mature workforce issues, Arizona is also providing technical assistance to several other states working on this topic. It is expected that the key action items will be implemented in the spring of 2008, including the job bank, resource website, Workforce Transition       |

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|    |  |          |   |             | Center, and the Mature Worker Friendly Employer Certification.  |
| h. | Continue to develop and disseminate information designed to assist communities to better understand their local and regional economies, including the changing demographic characteristics of the workforce. Includes original research, evaluation of best practices and analysis of existing research. Focus on how local businesses and community planners can prepare for impacts and capitalize on opportunities. | Commerce | Rural Development and Community Planning; DES | July 2007   | <p><b>July 2007</b> - The Labor Market Information conducted with Governor's Council on Workforce Policy funding was completed by June 30<sup>th</sup> 2007. This information is currently being reviewed by the ADOC and a plan is being created to disseminate this information to a variety of stakeholders. Additionally, ADOC is working with the Arizona's Association of Economic Development (AAED) to create a statewide event to launch this information. The purpose of this event is to continue to build better relationships between to these two professional groups. The ultimate goal of this event is to ensure a more coordinated relationship between workforce and economic development.</p> <p><b>October 2007</b> - The LMI report is completed and has been disseminated to the workforce system.</p> <p><b>Task Completed - 2007</b></p> |
| i. | Develop workshops/seminars that explore aging issues and share best practices at events such as the annual Rural Development Conference.   | Commerce | Rural Development and Small Business          | August 2007 | <p><b>July 2007</b> - The workforce policy division communicated this Aging 20/20 strategy to the rural development office at ADOC. Due to this link the Governor's Office will be presenting information on the mature workforce at the 2007 GRDC.</p>   |

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|  |  |  |  |  | <p>ADOC is very willing to work with the Governor's office on future ideas for collaboration.</p> <p><b>October 2007 -</b></p> <ul style="list-style-type: none"> <li>▪ ADOC secured a place for Melanie Starns with the Governor's Office on Aging to participate in the Governor's Rural Development Conference, August 2007.</li> <li>▪ ADOC's Small Business unit financially supported the Pima Council on Aging's Workforce Conference held in Tucson, October 10<sup>th</sup>, 2007. Further, Director Leshner provided the opening remarks and ADOC regional representative Frank Felix attended the event.</li> <li>▪ Arizona's workforce system is holding a workforce conference in the spring of 2008, and ADOC will encourage the planning committee to include a workshop on working with mature workers. If this concept makes the final cut, ADOC will inform the Governor's Office and coordinate logistics.</li> <li>▪ ADOC's Jody Ryan, Director for Workforce Policy will be presenting to the Phoenix Prudential Office on October 23<sup>rd</sup>, 2007 regarding Generational Diversity. Ms. Ryan will include information in her handouts regarding the Governor's Aging</li> </ul> |
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|   |   |                    |  |                        | initiative.<br><b>Task Completed – 2007</b>   |
| <b>Objective 2.4: Prepare the state workforce to better serve and address the needs of an aging population.</b> |   |                    |  |                        |   |
| <b>Strategies</b>   |   | <b>Lead Agency</b> | <b>Key Partner</b>   | <b>Start/End Dates</b> | <b>Progress/Accomplishments</b>   |
| a.  | Use internal methods to inform and create awareness of aging issues among employees.  | DPS                | DPS CORE Unit which encompasses all internal media. DPS Research and Planning (R&P) overseeing Aging 2020 Plan | 7/1/05 ~ 12/31/07      | <p><b>March 2007</b> - R&amp;P working with CORE to add a feature on status of retirees in newsletter. Aging 2020 incorporated into strategic planning process by executive staff and R&amp;P presentation to all agency supervisors at annual statewide training conference.</p> <p><b>July 2007</b> - Aging 2020 incorporated into FY09 strategic plan.</p> <p><b>December 2007</b> - Aging 2020 being incorporated into FY10 strategic plan. Volunteer Coordinator developing orientation manual for volunteers.</p> <p><b>Task Completed - 2007</b></p> |
| b.  | Conduct "advanced basic" as well as "in-service" training for both civilians and veteran officers to prepare employees for changing demographics. | DPS                | DPS Training Unit which oversees advanced basic and in-service training.                                       | TBD                    | Not included in FY08 training program. One barrier is that Az-POST mandates and other priority training needs preempt available training time.  |

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| c. | Provide officers with more exposure to seniors and teach them better methods of conversing with the elderly, techniques for calming fears, improved listening skills, increased sensitivity to physical impairments, and methods for taking enforcement action to "educate" senior violators without being condescending. | DPS  | DPS Training Unit which oversees advanced basic and in-service training. | 12/1/05 ~ 12/31/07 | <p><b>March 2007</b> - Beginning 12/05, and continuing in through FY07, aging driver issues added to the DPS advanced basic training program. Taught by a staff officer who authored a national publication on the subject.</p> <p><b>October 2007</b> - In Sept, completed research study for instructor use in training officers relating to medically impaired senior drivers.</p> <p><b>December 2007</b> - R&amp;P completed research study for instructor use in training officers relating to medically impaired senior drivers.</p> <p><b>Task Completed – 2007</b><br/>Service Ongoing</p> |
| d. | Train officers on "voluntary compliance" to promote traffic safety among senior drivers through means other than enforcement.   | DPS  | DPS Training Unit, Highway Patrol Division.                              | 12/1/05 ~ 12/31/07 | <p><b>March 2007</b> - Program relating to traffic safety issues involving seniors permanently added to the advanced academy curriculum.</p> <p><b>October 2007</b> - Permanently added to the advanced academy curriculum.</p> <p><b>December 2007</b> - Additional instructors trained.</p> <p><b>Task Completed – 2007</b><br/>Service Ongoing</p>   |
| e. | Market existing work-life benefits.   | ADOA | Work-Life Program  | Ongoing            | <p><b>July 2007</b> - A Work-Life unit has been created with the single purpose of coordinating all of the programs and benefits offered by the state to the employees.</p>   |

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|  |  |  |  |  | <p>Several specific initiatives to promote the Work-Life program are planning and in various stages of completion:</p> <ul style="list-style-type: none"> <li>▪ A short video segment has been recorded to share with new employees at all new employee orientation meetings</li> <li>▪ The Work-Life website was deployed the week of April 24, 2006 to provide a resource for employment candidates and State employees to learn about the great benefit and options we offer State employees. This website can be accessed though: <ul style="list-style-type: none"> <li>▪ “YES” (the state’s single portal web site for employees)</li> <li>▪ Incorporated computer forensics into FY09 strategic plan. Azstatejobs.gov for employment candidates</li> <li>▪ ADOA HRD website</li> <li>▪ All agencies will receive information about the website so that they can provide links to employees from their own internal sites</li> </ul> </li> <li>▪ Three new work-life benefits were implemented December 1, 2007 for state employees. Programs include: <ul style="list-style-type: none"> <li>▪ <b>Computer Purchase Program</b> (allows employees to purchase new brand name computer systems and pay for them through payroll deduction). Over 1500 computers have been ordered by State Employees.</li> </ul> </li> </ul> |
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|  |  |  |  |  | <ul style="list-style-type: none"> <li>▪ <b>Employee Discount Program</b> (offers employees discounts of up to 50% on purchases at local restaurants, movies, video rentals, hotels, golf, skiing and more). Discount cards to be used at participating retailers were distributed to all state employees in December. Staff members are working with the vendor to improve the online search capability and to add more local vendors, including fitness centers.</li> <li>▪ <b>Group Auto and Home Insurance Program</b> (provides voluntary auto, home and personal property insurance – offered by Travelers and Liberty Mutual insurance). <ul style="list-style-type: none"> <li>○ To date, 1,006 auto policies and 533 Homeowners policies has been purchased by employees.</li> <li>○ An additional vendor, MetLife P&amp;C, is being added as a vendor providing an additional option for employees to obtain a quote for discounts off standard rates.</li> </ul> </li> <li>▪ Employees have the option of using payroll deduction to pay for the computer Purchases and Auto &amp; home insurance</li> <li>▪ To promote the new work-life programs, marketing material has been sent to employees' homes, articles have been published in the</li> </ul> |
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|    |  |      |          |         | <p>CopperDome, and payroll stuffers have been distributed to employees.</p> <ul style="list-style-type: none"> <li>Currently, work-life staff members are researching pre-paid legal and identity theft as a voluntary deduction.</li> </ul> <p><b>October 2007</b> - No updates.</p>  |
| f. | Promote health and wellness initiatives for state employees. | ADOA | Benefits | Ongoing | <p><b>July 2007</b> - The recent Mayo Clinic Health Risk Assessment was a successful campaign with 4,015 participants completing the questionnaire, and 536 enrolled in the Lifestyle Coaching program so far. Reports show that 5,985 State employees, retirees, and spouses registered online to use the Mayo Clinic EmbodyHealth Web Portal <a href="http://www.bewellstaywell.az.gov">www.bewellstaywell.az.gov</a>, and numbers continue to increase. Since the website opened on April 2, 2007 there have been 16,000+ visits, averaging 210 a day.</p> <p>Benefit Options Wellness will continue to offer the Mayo Clinic EmbodyHealth Web Portal to State employee, retirees, and spouses. The EmbodyHealth Web Portal provides online health management programs, healthy recipes, and an abundance of tools and resources to improve State employees' lifestyles and overall wellness.</p> <p>Other Wellness services directed toward the needs of an aging population include; mini-health screening (blood pressure, blood</p> |

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|  |  |  |  |  | <p>glucose, full lipid panel, PSA, osteoporosis), mammography screening, skin cancer screening, annual flu vaccination, and educational classes. Screenings and classes make employees more knowledgeable about their health and motivate them to make healthy lifestyle changes.</p> <p><b>October 2007</b> - The skin cancer screening campaign recently came to a close on September 30, 2007. From June 1 – Sept 30, 2007, the summer campaign consisted of 20 events with over 460 members screened. This program was designed to screen employees for skin cancer and to raise awareness to sun-related hazards.</p> <p>The Flu Shot Vaccination program began on October 1, 2007 and will continue through December 31, 2007. Free flu shots to all Benefits Options members including retirees, spouses and dependents enrolled in the medical health plan will be offered at various times and locations throughout AZ.</p> <p>Wellness is working in conjunction with Walgreens on promoting the Tobacco Cessation program. Members will be able to register online or by telephone from January 1, 2008 – February 28, 2008. Enrolled participants will not only receive educational materials, but have the opportunity to speak</p> |
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|  |  |  |  |  | <p>with a live counselor to set a tobacco quit date. Each member that registers receives 8 calls with the counselor to develop a personalized quit plan and set specific goals for achieving a tobacco-free lifestyle.</p> <p><i>Know Your Numbers</i> Biometric screenings are tentatively scheduled for 6 weeks beginning in January 2008. This program will educate participants about their health and wellness as well as promote the 2008 HRA. <i>Know Your Numbers</i> Biometric screening will check blood pressure, cholesterol, glucose, height and weight and body fat for all member and non-member employees at over 100 locations.</p> <p>The HRA Campaign is an 8 week program tentatively scheduled for February 2008. Each employee can assess their health and receive guidance for overall wellness by completing an online health questionnaire. Employees who elect to enroll in this program may elect to receive Lifestyle Coaching to assist them in changing their behavior and promote better health and wellness choices.</p> <p><b>December 2007</b> - The 2008 Mayo Clinic Health Risk Assessment (HRA) Campaign will be February 4, 2008 through March 31, 2008. All employees and their spouses are eligible to participate and join the 4,015 employees that took the HRA last year. The HRA can be accessed by logging on to the EmbodyHealth</p> |
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|  |  |  |  |  | <p>web portal at <a href="http://www.bewellstaywell.az.gov">www.bewellstaywell.az.gov</a></p> <p>This year 500 employees will be rewarded with a \$100 Premiere Choice Award to be redeemed online for gift cards from over 350 retailers. HRA participants may also qualify for enrollment in the free Mayo Clinic Lifestyle Coaching program and engage in 1 on 1, telephone counseling to achieve personal health goals.</p> <p><i>Know Your Numbers</i> biometric screenings are scheduled from January 1, 2008 through February 29, 2008. Employees and spouses can attend any of the work site screenings or Healthwave's public screenings to receive free blood pressure, cholesterol, glucose, height and weight and body fat measurements. <i>Know Your Numbers</i> is not required to participate in the 2008 Health Risk Assessment but may enhance employees' results.</p> <p>The Flu Vaccine Program which ran October 1, 2007 through December 31, 2007 recently closed. A total of 191 work site vaccination events were made available over the three month program, and 15,242 vaccinations were provided exceeding last year's 14,144.</p> <p>Benefit designs have been changed to include a higher allowance for preventative medical examinations in an effort to encourage better diagnostic examinations and early identify</p> |
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|    |  |          |  |               | disease and medical conditions that may impair the health of members. Additionally, specific conditions are targeted with case management and disease management services to improve patient compliance with medical directives and thus lessen the adverse effects of the diseases or conditions. Those conditions include:<br>High risk pregnancies, diabetes, asthma, chronic heart failure, and chronic obstructive pulmonary disease.  |
| g. | Coordinate with Department of Education and Department of Economic Security to support work of the Governor's Council on Workforce Policy, to recommend allocations of Workforce Investment Act (WIA) funds, and to develop and implement short and long-term strategies and programs designed to train and retrain an aging population. | Commerce | ADE, DES, and GCWP                       | February 2007 | <p><b>July 2007</b> - No future movement on this strategy, the ADOC looks forward to working with the Governor's Office on specific recommendations which might be presented to the GCWP.</p> <p><b>October 2007</b> - In October 2005, the GCWP allocated \$77,000 in WIA funding to the Pima Council on Aging for their Mature Worker Center. Outcomes from this effort indicate the venture has been successful. The GCWP looks forward to receiving the two training manuals or toolkits as agreed upon as deliverables from this venture. Once the deliverables are completed, ADOC is willing to work with PCOA on a statewide rollout.</p> |
| h. | Coordinate with key stakeholder networks to increase awareness and to incorporate demographic trends & associated strategies into local & regional economic and community and workforce  | Commerce | Rural Development and Community Planning | March 2007    | <p><b>July 2007</b> - The Labor Market Information conducted with Governor's Council on Workforce Policy funding was completed by 6/30/07. This information is focused on economic indicators such as business permits, quality of life and education statistics.</p>   |

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|    | development plans.  |     |  |  | <p>In 2008, the 14 local workforce investment areas will be updating their strategic plans and recertifying their local workforce investment boards. The ADOC is willing to work with the Governor's office and other stakeholders to ensure appropriate information regarding the state's mature workforce is included.</p> <p><b>October 2007</b> - The Title IB program Directors underneath the Workforce Investment Act are currently working on their 2008 strategic plans which are due to DES by March, 2008. Within those plans they have been asked to discuss how they work with specific populations such as older individuals. Once the Title IB plans are finalized and submitted, ADOC will share the responses with the Governor's Office.</p> <p><b>Task Completed – 2007</b></p> |
| i. | Develop or enhance interagency agreements with vocational schools, community colleges and universities to include, to the extent feasible, University Medical Center and the Arizona State/University of Arizona Medical School-Phoenix for the delivery of outpatient and inpatient services to inmates. | ADC | <p>ABOR &amp; COM COL</p> <p>Health Services, including the Medical Director, Dental Program Manager, Pharmacy Program</p> | <p>August 1999 – varies based on contract dates</p> <p>Quarterly reporting showing utilization of students and subsequent applications for employment received has been initiated with the first report to be completed by 3/1/08.</p> | <p><b>December 2007</b> - Ten interagency service agreements have been signed with Arizona health education institutions. These institutes of higher learning have agreed to provide intern/extern prison placement for nursing, Pharmacy and Medical students. This action will result in boosting student interest and experience. The dual results will be (1) increasing the pool of potential health professional staff applicants and (2) publicizing Correctional Healthcare as a viable</p>  |

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|    |  |          | Manager and Nursing Program Manager will assume tracking responsibilities.   |   | career choice.<br><br><b>Task Completed – 2006</b><br>Services Ongoing  |
| j. | Develop curricula to inform offenders of issues they will encounter while aging in Corrections.  | ADC      | Bureau of Health Services, Inmate Education; Area Agency on Aging, Phoenix.<br><br>The Health Services Bureau and the Health Education Program Administrator will supervise development of curriculum. | Ongoing<br><br>The initial draft of the curriculum will be completed by 3/1/2008f for presentation to inmate pilot/focus groups for comment.                          | <b>December 2007</b> - The Health Education Section is developing a curriculum to help inmates understand the varied facets of aging as well as specific health topics that will affect inmates as they age. Curriculum will be offered in seminar, workshop, health fairs and written formats.   |
| k. | Research development of adaptive recreational programs for the elderly including internships for physical education majors as funding permits. | ADC & PS | ABOR & COM COL<br><br>ASVH, COM COL<br><br>This strategy will be supervised and monitored by the Health  | Ongoing<br><br>A report documenting findings regarding use of existing Community Colleges and Licensed residential resources will be prepared for review by 3/1/2008. | <b>December 2007</b> - A survey instrument has been developed and will be forwarded (upon approval) to secondary educational programs in the state offering Recreational Therapy / Physical Education degrees to determine availability of student interns/externs to develop / lead adaptive recreation activities for aging inmates (age 55+). The resulting programs will ensure that the activities are fully incorporated into the 7x3x3 environment |

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|    |  |     | Education Program Administrator.  |  | with focus on leisure time. Health education has also identified residential facilities licensed by the State (such as ASVH) and serving aging clients who will be asked to share information on the provision of adaptive recreation that is required by licensing.  |
| i. | Collaboration with the Governor's Re-Entry Task Force regarding development of offender transition programs to provide education about available public health and community agencies, housing and employment resources and support groups, and research the possible implications for providing opportunities for creating wills, living wills and durable powers of attorney by featuring internships for social work majors and law students. | ADC | ADOH, ABOR & COM COL<br><br>This strategy will be supervised by the Health Education Program Administrator. | Ongoing<br><br>A report detailing the findings of available resources from both the Arizona State University (ASU) Law School and Area Agency on Aging will be completed by 3/1/2007 along with a plan for implementation. | <b>December 2007</b> - Comprehensive deliberations with the ASU Law School are scheduled to determine the availability of law students to provide services either as volunteers or interns/externs. The Area Agency on Aging has been identified as potential resource of materials and information that is available to the aging inmate population with funds appropriated by the federal Older Americans Act. Contact with this prospective source is in progress. |
| m. | Enhancement of existing internship programs for medical, nursing, mental health, dental and pharmacy students.   | ADC | ABOR & COM COL<br><br>The Health Education Program Administrator will supervise and monitor this item.      | Ongoing<br><br>If approved, a written request will be developed for review and approval by 1/31/2008.  |   |

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| n. | Develop new agreements with medical assistant, phlebotomy, and nursing aide programs for internships in support of the planned current expansion of the In-Patient Component (IPC). | ADC | <p>VOC SCH &amp; COM COL</p> <p>The Nursing Program Manager and Health Education Program Administrator will share responsibility for implementing all facets of this strategy.</p>                                | <p>Ongoing</p> <p>Results of contacts with specific educational agencies will be presents to members of the next ADC Aging 2020 Committee meeting to be held by 3/15/2008.</p> | <p><b>December 2007</b> - The Nursing Program Administrator and Health Education Program Administrator have begun identifying and targeting specific educational institutions to approach with Interagency Service Agreements. Findings will be presented at the next ADC Aging 2020 Committee meeting to discuss ongoing steps and time-lines.</p> |
| o. | Ensure the Governor's Re-Entry Task Force specifically addresses the needs of elderly inmates in its pre-release preparation planning and transition-specific programs.             | ADC | <p>ADHS, DES, ADOH, Council of State Government, Justice Reinvestment Council &amp; ACJC</p> <p>The Health Education Program Administrator will be responsible for tracking this item and ensuring follow-up.</p> | <p>Ongoing</p> <p>Time frames to be determined by availability of recommendations made by the Re-Entry Task Force.</p>   | <p><b>December 2007</b> - The Governor's Re-Entry Task Force has reportedly discussed this topic and made recommendations. The written report, when received, will be reviewed for direction and the ADC Aging 2020 Committee will be involved to implement an action plan.</p>   |

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| p. | Develop training curricula to educate Security and Medical staff in preparation for the impending evolution of aging in Corrections. | ADC | The Health Education Program Administrator will supervise and monitor. | Ongoing<br><br>The initial draft will be completed for review by the Staff Training/Development Bureau by 3/1/2008. | <b>December 2007</b> - In conjunction with the Staff Development/Training Bureau, the Health Education Bureau is collaborating in develop a new curriculum devoted to aging topics for inclusion in the 2008 annual training plan. The plan requires specified core requirements that all employees must complete during the designated training year and will focus on the physical, mental and social issues affecting inmates as they age. |
| q. | Promote awareness & provide education on the phases of aging to address the phases.  | DES | GACA   | Ongoing   |   |

**Goal 3: Increase the ability of older adults to remain active, healthy and living independently in their communities.**

Arizona has the most to gain in promoting healthy and active living for its residents, regardless of age. With greater longevity and increasing population growth, Arizona's economy can continue to prosper or be hindered due to ever-increasing health care costs due to poor health and chronic disease. Health promotion and disease prevention are just two strategies that can help us define Arizona's future.

**Objective 3.1: Conduct research and monitor trends and outcomes to better inform policy and program development.**

| Strategies |   | Lead Agency | Key Partner   | Start/End Dates                           | Progress/Accomplishments  |
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| a.         | Track and trend data on the health status and health behaviors of older and mid-aged adults.          | ADHS        | Public Health Statistics and Chronic Disease Epidemiology Staff within ADHS | Completed 1/06 and ongoing. Update 1.2007 | <p><b>July 2007</b> - Updated the Fast Fact sheets to track the trends of injuries in older adults; completed 7/07. Available at <a href="http://www.livingstrongerlonger.org">www.livingstrongerlonger.org</a>. Fast Facts on Chronic Disease and Older Adults under development.</p> <p><b>December 2007</b> - An Arizona Report Card on the health status of older adults is under development. A draft of the report card is being reviewed and the projected completion date is 2/2008.</p> <p><b>Task Completed – 2007</b><br/>Services Ongoing</p> |
| b.         | Perform gaps analysis of data on the health status and health behaviors of older and mid-aged adults. | ADHS        | Public Health Statistics and Chronic Disease Epidemiology Staff within ADHS | Ongoing                                   | <p><b>July 2007</b> - Added Emergency room data to Health Statistics and Vital Records data beginning with year 2004. 1/2007 Currently developing Arizona report on health status and risk behaviors of adults 60 and older. To be completed by 6/30/07.</p>  |

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| c. | Evaluate efficacy of prevention and health promotion programs targeting older adults. | ADHS | Prevention Research Center-Healthy Aging Network | 2005 and ongoing | <p><b>July 2007</b> - Identified evidence based health promotion programs for physical activity, fall injury prevention, depression and suicide prevention and chronic disease management for diabetes, hypertension and arthritis. DBHS revised evaluation reporting requirements for T/RBHAs and providers. Received evaluations in new format 8/31/05. DBHS completed a summary of the 2005 prevention program evaluation including evaluations of older adult programs. Additionally, DBHS is in the process of writing a practice improvement protocol pertaining to prevention, early intervention, treatment, and recovery with older adults. 2007 prevention program evaluations are due to DBHS by August 31, 2007.</p> <p><b>December 2007</b> - Of DBHS' 12 older adult substance abuse and suicide prevention programs, 83% were able to report a program outcome in their 2007 annual evaluation report. DBHS developed a core evaluation instrument for older adults which will be used uniformly across all programs in future years.</p> <p><b>Initial Task Completed – 2006</b><br/>Efforts Ongoing</p> |
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| d. | Evaluate the efficiency, effectiveness, and cost-benefit of technological advancements that allow individuals to remain safely in their homes.   | AHCCCS   |  | Ongoing |   |
| e. | <del>Conduct original research and evaluate nationwide best practices regarding issues associated with growth in the aging population to state, regional and local businesses, workforce and community development entities.</del> | Commerce |  |         | <b>July 2007</b> Commerce believes this is the same as Objective 2.3, h.<br><br><b>October 2007</b> This is the same as Objective 2.3, h. |

**Objective 3.2: Provide resources and services to promote healthy lifestyles, resulting in compressed morbidity and reduced mortality from preventable and chronic diseases.**

| <b>Strategies</b> |  | <b>Lead Agency</b> | <b>Key Partner</b>  | <b>Start/End Dates</b> | <b>Progress/Accomplishments</b>   |
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| a.                | Facilitate coordination of health promotion and disease prevention programs statewide. | DES                | GACA, DHS, AHCCCS, PCOA, AAA Region One, Piper Foundation | Ongoing                | <b>July 2007</b> - DHS was awarded the Administration on Aging grant "Empowering Older People to Take Control of their Health Through Evidence-Based Prevention Programs" in late June 2007. Three Area Agencies on Aging are participating in the grant - Pima Council on Aging, Northern Arizona Council of Governments, and South Eastern Arizona Governments Organization. A Health Promotion/Disease Prevention Evidence-Based workshop is scheduled for 9/29/07 featuring Mary Altpeter from the U. of North Carolina Institute on Aging. |

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| b. | Promote independence through the availability and accessibility of non-medical home and community based services. | DES       | GACA, AAAs  | 9/30/05 - Ongoing | <b>July 2007</b> - Area Agencies on Aging are in the process of identifying and incorporating the DAAS appropriation of State General Funds for the Independent Living Support System. APS has an agreement with the Area Agency on Aging in Region I to access their emergency placement program and other emergency services for clients who need immediate assistance in alleviating abuse, neglect and/or exploitation.   |
| c. | Expand efforts to educate individuals about life care planning options and end-of-life options.                   | ADHS, DES | Caring Choices Coalition, Life                                    | Pending           |   |
| d. | Conduct prevention efforts aimed at older adults at risk of depression or suicide.                                | ADHS      | AZ Aging and BH Coalition, AZ Suicide Prevention Coalition, AzMHA | Ongoing           | <b>July 2007</b> - Community Partnership of Southern Arizona began implementation of a pilot substance abuse and suicide prevention project targeting adults age 55 to 65. Substance abuse prevention programs targeting older adults continued in other regions of the state including: cross age mentoring, physician education, gatekeeper training, and life skills training. ADHS offered Applied Suicide Intervention Skills Training to prevention programs including those serving older adults at the statewide prevention provider meeting in June, 2006. 1/2007 & 7/2007: Prevention programs targeting older adults continued to be offered throughout the state. |

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|    |  |      |   |         | <p><b>December 2007</b> - 4 of DBHS' 6 prevention programs targeting older adults participated in a Training of Trainers in Applied Suicide Intervention Skills Training in June, 2007. These four programs will be offering this training in their communities to persons who have contact with older adults. It will help these gatekeepers identify older adults who may be depressed and provide appropriate intervention. DBHS sponsored a suicide prevention conference in October 27. This conference featured three workshops on depression and suicide in older adult populations.</p> <p><b>Task Completed – 2007</b><br/>Service Ongoing</p> |
| e. | Expand participation in self-management programs for chronic diseases. | ADHS | Arthritis Foundation, Stanford CDSMP Master Trainers from ADHS, AAA, Local public health agency | Ongoing | <p><b>July 2007</b> - The AZ Arthritis Foundation is expanding the physical activity self management program. Stanford Chronic Disease Self Management Training (CDSMP) occurred in Feb 2007, a total of 24 people were trained. Out of the 24, 4 have become certified master trainers. Leader training is scheduled for September 2007 in Pima County. Two individuals at that training will be trained in the Spanish version of the course. Two people in Santa Cruz County have already received the Spanish training as lay leaders on the CDSMP course.</p>  |

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|    |   |      |  |         | <p><b>December 2007</b> - After receiving funds from the Administration on Aging in 06/07 to implement evidence based programming, there are currently 18 CDSMP Master Trainers statewide associated with this funding, with 10 lay leaders trained to teach thus far. CDSMP classes have already taken place in Pima County through the Pima Council on Aging. Yavapai Community Health Services will introduce classes in early 2008. Additionally, ADHS and ADES will be collaborating with partners to offer additional CDSMP courses in the Phoenix area. Partners include Intertribal Council of Arizona, Cigna Healthcare, The Wellness Community, and Local AAAs. AHCCCS has offered 2 successful courses thus far and plans to offer more in the future. ADHS has offered 2 successful courses thus far to employees and plans to offer more in the future.</p> |
| f. | Facilitate coordination of immunization efforts among older adults. | ADHS | TAPI, Senior Centers, AAAs, Primary Healthcare providers | Ongoing | <p><b>July 2007</b> - Focus group interview completed. Educational materials have been created. Dissemination of materials and training is beginning. 1/2007 Education materials have been created and disseminated to target older adults and healthcare providers on getting influenza and pneumonia vaccinations.</p>   |

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| g. | Promote access to screening to detect chronic diseases. | ADHS | Comprehensive Cancer Coalition, Pinal Gila Council for Senior Citizens, Empowerment Systems | Ongoing | <p><b>July 2007</b> - 2005 First meeting to discuss opportunities for projects related to early detection of chronic disease such as cancer. 1/2007: The Prevention program implemented by Pinal Gila Council for senior citizens involves teaching physicians how to screen for depression and substance abuse in older adults. DBHS' contracted with Empowerment Systems to create an online screening tool for depression and suicide.</p> <p><b>December 2007</b> - Coalition meeting held on November 29 with the theme of colorectal cancer screening awareness; media campaign implemented on November 5 for colorectal cancer awareness; press release identified web site to provide educational information on colorectal cancer.</p> <p>The Well Woman Health Check Program continues to provide breast and cervical cancer screening services to low income uninsured and underinsured women aged 40-64. The WWHP sponsored a booth in conjunction with the AZ Cancer Control Coalition at the Arizona State Fair on October 24th, for Senior Day. The booth was part of a Senior Expo which provided Older Adults with cancer screening information and resources.</p> |
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| h. | Initiate and coordinate a statewide falls prevention campaign.  | ADHS   | DES, AAA. LHD, Gov. Council on Health Status of Women, HSAG, City of Phoenix, ASU programs and colleges, Tucson and Phoenix fire departments and non-profit agencies in fall prevention workgroups. | Activities ongoing. Survey completed 6/05 7-2006 AZ Fall Prevention Team established and includes ADES, AHCCCS, ADHS, PCOA, Piper Trust, and GACA representatives. | <b>July 2007</b> - Survey of falls prevention activities occurring across the state. Meeting with DES, Gov Council on Health Status of Women to identify opportunity for collaboration. Workgroups to raise awareness & educate about burden of injurious falls for Arizona and about fall prevention has added to the local partners in injury prevention. Have convened key partners from Humana Inc, Health Services Advisory Group, Intellimed, Healthcare, St. Joseph's Hospital & Medical Center, Scottsdale Health Care and the Falls Free Coalition to identify data would be influential to third-party payors for recruiting patients and reimbursing for fall prevention services and create a Injury Cost Impact Paper to be completed by 6/30/07. |
| i. | Cooperate with ADHS to enhance prevention and wellness program outreach efforts.  | AHCCCS |   | Ongoing  |  |
| j. | Expand disease management programs designed for chronic conditions to include those at all stages of the disease process. | AHCCCS |   | Ongoing  | <b>Task Completed – 2007</b><br>Services Ongoing   |

**Goal 4: Increase the safety and well-being of older Arizonans.**

Safety in our communities is important for ensuring both the health and financial well-being of older adults. With increasing numbers of older adults living in their homes and living alone, maintaining safe communities will need more attention and take new strategies.

**Objective 4.1: Promote strategies to improve community safety for older adults.**

| Strategies |   | Lead Agency | Key Partner   | Start/End Dates   | Progress/Accomplishments   |
|------------|---|-------------|---|-------------------|--|
| a.         | Involve citizens in traffic safety and crime prevention efforts by providing information.   | DPS         | DPS CORE Unit and the Highway Patrol Division through local districts.<br>Research & Planning (R&P) | 7/1/05 ~ 12/31/07 | <p><b>March 2007</b> - R&amp;P working on Driving While Medicated brochure for seniors and presenting Aging 2020 Plan in conference settings to solicit input. Information, programs and links added to the agency web site.</p> <p><b>October 2007</b> - Presented Arizona officer senior driver training program to academy directors nationwide at NHTSA conference, N.C., 8/07.</p> <p><b>January 2007</b> - Efforts ongoing</p> <p><b>Task Completed – 2007</b><br/>Efforts Ongoing</p> |
| b.         | Promote medical review programs that promote early intervention for those with compromised driving ability; find a method of ensuring that senior drivers have the physiological skills to continue operating a vehicle safely. | ADOT        |   |                   |  |

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| c. | Expand service integration efforts to include the safety and well being of older Arizonans.                         | DES |                      | Ongoing             | <b>Task Completed – 2007</b><br>Efforts Ongoing  |
| d. | Initiate an education campaign to prevent elder abuse and heighten awareness to recognize the signs of elder abuse. | DES |                      | 7/2005 - Ongoing    | <b>July 2007</b> - APS continues to provide in-services to community organizations /agencies. On 10/18/06, APS presented to 20 Phoenix detectives and attorneys from the AG' office. APS was the lead agency in the "Break the Silence" public awareness campaign. The statewide effort aimed to reduce elder abuse through education and reporting. A total of 15 thousand brochures were distributes. The initiative, promoted during June 2007 included radio and television spots. |
| e. | Build a continuum of accessible services to meet victim's service needs.  | DES | Area Agency on Aging | July 2005 - Ongoing | <b>July 2007</b> - APS entered into a Service Agreement with the Area Agency on Aging (AAA) in Region I. The agreement provides comprehensive services to APS clients referred to the AAA "APS Coordination Pilot Program".  |

**Objective 4.2: Strengthen efforts to prevent and respond to reports of elder mistreatment.**

| Strategies |   | Lead Agency | Key Partner   | Start/End Dates | Progress/Accomplishments  |
|------------|---|-------------|---|-----------------|---|
| a.         | Provide Adult Protective Service investigators with continuous professional training to improve responsiveness and timeliness of Adult Protective Service investigations.   | DES         |   | 7/5/2005        | <p><b>July 2007</b> - APS recently sent staff to the National NAPSA conference in San Francisco, the Governor's Conference on Aging, the Pinal/Gila Elder Abuse conference and Pinal County Domestic Violence conference. APS staff attended the 2007 Pinal/Gila Elder Abuse Conference and will also be sending staff to the Elder Abuse From Detection To Prosecution Conference in San Francisco hosted by the California Department of Justice.</p> <p><b>Task Completed – 2007</b><br/>Efforts Ongoing</p> |
| b.         | Provide Adult Protective Service investigators with continuous professional training to improve quality and response to reports of incapacitated and vulnerable adults who are victims of abuse, neglect, and exploitation. | DES         | DES/CPS & DES/Risk Management                           | 7/5/2005        | <p>Same as above.</p> <p><b>Task Completed – 2007</b><br/>Efforts Ongoing</p>   |
| c.         | Cooperate with law enforcement agencies and prosecutors' offices to effectively carry out prosecution of perpetrators of abuse, neglect, and exploitation.  | DES         | Law Enforcement, AZ Elder Abuse Coalition & AG's office | 7/5/2005        | <p><b>July 2007</b> - APS continues to be a member of the Arizona Elder Abuse Coalition. APS is a participant in the development of a FAST (Financial Abuse Specialist Team) in Maricopa County. On 10/18/06, APS provided an in-service to 20 Phoenix detectives and attorneys from the AG's office.</p>   |

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|    |   |     |   |                   | <b>Task Completed – 2007</b><br>Efforts Ongoing  |
| d. | Provide agency investigators with advanced technological training and specialized services and equipment to access, evaluate and monitor the Internet for potential fraudulent schemes, develop a public alert system, and exchange intelligence regarding cyber crime. | DPS | DPS Training Unit and Criminal Investigations Division                              | 9/1/05 ~ 12/31/07 | <b>March 2007</b> - Incorporated computer forensics into strategic plan.<br><br><b>July 2007</b> - Efforts ongoing<br><br><b>December 2007</b> - Efforts ongoing<br><br><b>Task Completed - 2007</b><br>Efforts Ongoing  |
| e. | Work to prevent the diverse aging population from becoming victims of civil rights violations, including age discrimination, consumer fraud scams and criminal activity.  | AG  | AG Community Services Unit, Public Advocacy Division, Arizona Civil Rights Division | FY05-ongoing      | <b>May 2007</b> - AG has worked to create a network of education materials that consists of scam alerts, satellite offices, community volunteers and maintaining a staff of outreach workers that do presentations throughout the whole year on said topics. Currently 10 staff run the unit including a media coordinator and a senior volunteer coordinator. There are 5 coordinators that split the rest of the state up and work with city, state and federal agencies to get information to this new diverse aging population.<br><br>AGO has been awarded several grants and will continue to apply for new ones to continue this and other efforts.<br><br><b>December 2007</b> - AGO Criminal Division has been meeting with Municipal Police Departments and County Sheriffs to educate |

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|    |   |    |   |         | the officers about fraud statutes so they can better handle a fraud case if it is reported to them.  |
| f. | Combat fraud and discrimination against the diverse aging population by investigating complaints, filing lawsuits, resolving claims and/or mediating using Attorney General staff and volunteers. | AG | AG Community Services Unit, Public Advocacy Division, Arizona Civil Rights Division | Ongoing | <p><b>May 2007</b> - AG maintains a large consumer protection unit that investigates and responds to over 90,000 phone calls per fiscal year. AG staff will help mediate disputes between companies and the complainant for free. Due to Arizona Consumer Fraud Act and internal policy, all data on the successes of the program are kept strictly confidential. Our diverse elderly population may also access these services via the website or by visiting one of the 36 satellite offices around the state. At a satellite office, a trained volunteer will take the time to sit down and hear the person's problem and work with them to resolve it on a one on one basis. The AGO also maintains the Arizona Civil Rights Division which investigates civil rights charges around the state and has prosecutorial powers. The ACRD also maintains a separate mediation unit that can mediate disputes between the charging party and the respondents. All information regarding the individual success are also kept strictly confidential.</p> <p><b>December 2007</b> - AGO maintains a consumer protection unit that investigates and responds to over 90,000 phone calls per year that resulted in 23,917 complaints filed.</p> |

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|    |   |    |   |         | The AGO recovered \$2,382,415 for consumers from those complaints. The ACRD Investigated 1,314 discrimination charges and resolved 871 cases, including 174 housing charges, 614 employment charges and 88 public accommodations charges. The ACRD also maintains a separate mediation unit that can mediate disputes between the charging party and the respondents.  |
| g. | Identify new fraud and discrimination issues that may have an adverse impact on the diverse aging population and evaluate whether the issues should be addressed through coordination with other state or federal agencies, regulatory or legislative change or litigation. | AG | AG Community Services Unit, Public Advocacy Division, Arizona Civil Rights Division | Ongoing | <b>May 2007</b> - AG continues to collect information on new forms of discrimination and consumer scams through a broad network of community organizations. AGO will continue to be in contact with the Governor's Office and other law enforcement agencies about what these new crimes and frauds are and collaborate how they should be addressed. AGO maintains an Elder Abuse Taskforce that tries to coordinate with law enforcement state-wide on issues regarding elder abuse especially financial exploitation. The AGO legislative team will be in contact with other agencies and offices regarding legislative priorities. |

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| h. | Advocate for victims' rights and publicize outcomes of civil and criminal cases. | AG | AG Community Services Unit, AGO Criminal Division, AGO Victim's Rights Enforcement and AGO Victims Services section | Ongoing | <p><b>July 2007</b> - The AGO maintains an Office of Victim's Services. OVS has two parts. One part is run by six advocates that provide assistance, support and information to victims of crime in the cases prosecuted by this office at both the trial and appellate levels. The advocates, working with the prosecutor, keep victims informed of their case and provide notification of all victims' rights pursuant to Arizona law.</p> <p>The other side is a state-wide effort. The Office of Victim Services provides training, technical assistance, and funding to criminal justice agencies statewide to ensure that those agencies provide victims their rights throughout the criminal justice process. By statute, we administer the Victims' Rights Program which provides monetary awards to 60 criminal justice agencies. We also audit agencies and serve as the Enforcement Officer for complaints regarding violations of victims' rights. If a victim of a crime believes that rights provided by law have been violated, we investigate that complaint and attempt to resolve any issues. Most often, the complaint is as a result of a failure of communication.</p> |
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| i. | Monitor and provide legal input with respect to legislation and government agency policies and procedures involving civil rights and consumer fraud issues that may affect the aging population. | AG | AG Community Services Unit, Public Advocacy Division | Ongoing | <b>June 2007</b> - The AGO began in February an increased agency outreach plan in conjunction with the state's new performance measure pay package. Each agency should now be meeting often with their representative and AGO will make a special effort to make sure new crimes and frauds are on the issue agenda. |
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**Goal 5: Strengthen Arizona's economy by capitalizing on an integrated and well-trained informal, paraprofessional, and professional workforce. With the first wave of Boomers attaining retirement age in 2006, both public and private sectors need to develop work environments and coordinate opportunities that maintain a strong, diverse paraprofessional and professional workforce with strategies that include support for workers and their family members with caregiving obligations.**

**Objective 5.1: Provide support for families in their efforts to care for their loved ones at home and in the community.**

| Strategies |  | Lead Agency | Key Partner | Start/End Dates | Progress/Accomplishments  |
|------------|--|-------------|-------------|-----------------|---|
| a.         | Identify additional opportunities to expand home and community based services (e.g. consumer-directed care, transitional living assistance). | AHCCCS, DES | AAAs        | 2005 – Ongoing  | <p><b>July 2007</b> - AHCCCS is proceeding with plans to implement consumer-directed care (Self-directed Attendant Care), transitional living assistance (Community Re-integration) and Spouse as Paid Caregiver for 10/1/2007.</p> <p><b>July 2007</b> - (DES) DAAS received an appropriation of \$1.3 million of State General Funds for the Independent Living Support System.</p> <p><b>December 2007</b> - Spouse as Paid Caregiver was implemented 10/01/07. Transitional living assistance implementation has been delayed because of a technicality with AHCCCS' waiver with the Centers for Medicare and Medicaid Services (CMS). AHCCCS is expecting CMS approval to implement but there is no projected date. Self-directed Attendant Care is planned for a 04/01/08 implementation.</p> |

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| b. | Facilitate and support caregiver education and ongoing access to useful caregiver resources.   | AHCCCS, DES | Area Agencies on Aging                | Ongoing            | <b>July 2007</b> - AHCCCS continues to participate in workforce development activities through the Interagency Council on Long Term Care (IACLTC).<br><b>Task Completed – 2006</b><br>Efforts Ongoing   |
| c. | Offer family care support for state employees.   | ADOA        | Work-Life                             | Ongoing            | <b>July 2007</b> - The state currently offers childcare at a discounted rate through La Petite Academy operating at a facility on the Phoenix Capitol Mall complex. La Petite Academy also offers a 10 percent discount to State of Arizona employees at their other metropolitan area facilities.<br><br>The state also offers an Employee Assistance Program which provides employees with resources and assistance to address personal and job-related issues. |
| d. | Work with private foundations, Area Agencies on Aging and community colleges to develop culturally appropriate training programs for family caregivers.  | GACA        | DES, ALZ Assn, AAAs                   | Begin 2008         | <b>October 2007</b> - The Council has a subcommittee on informal caregiving and is supportive of the creation of a statewide caregiving coalition, which will incorporate elements of culturally appropriate program development for care-giver services.   |
| e. | Offer flexible working conditions for employees with child and elder care issues, and better use of succession planning techniques such as mentoring, phased retirement, and employment flexibility. | DPS, DES    | Law Enforcement Merit System Council. | 9/30/04 ~ 12/31/07 | <b>March 2007</b> - Telecommuting contracts updated in January 2007.<br><br><b>December 2007</b> - Telecommuting contracts updated in December 2007. DPS formed committee to review MSC rules for necessary changes.  |

**Objective 5.2: Create a stable and well-trained (in aging) workforce sufficient to meet the growing care needs in Arizona.**

| <u>Strategies</u> |   | <u>Lead Agency</u> | <u>Key Partner</u> | <u>Start/End Dates</u> | <u>Progress/Accomplishments</u>   |
|-------------------|---|--------------------|--------------------|------------------------|---|
| a.                | Cooperate with State medical schools to support professional training programs that produce gerontology specialists to fill gaps in medical service availability. | AHCCCS             | GACA               | Ongoing                | <b>December 2007</b> – GACA director met with the U of A to discuss geriatric training for med students at the new Phoenix-based medical school. A multi-year approach was drafted and GACA will work with the medical school to test implementation. The Governor’s Office was also instrumental in supporting the U of A’s Center for Aging’s efforts to secure a multi-million dollar Reynolds grant for geriatric education of health practitioners’. |
| b.                | Expand the use of physician extenders in underserved areas, such as nurse practitioners and physician assistants.   | AHCCCS             |                    | Ongoing                | <b>Task Completed – 2006</b><br>Efforts Ongoing   |
| c.                | Provide leadership to statewide workforce development efforts.  | ADHS, DES          | Commerce, GACA     |                        | <b>July 2007</b> Recommendation Report April, 2005 published<br><br><b>December 2007</b> - DBHS is a member of the Prevention Workforce Development Committee. This committee is implementing a needs assessment survey of the prevention workforce, developing standards for credentialing and developing a process for provision of feedback to innovative prevention programs on how to ground prevention programs in solid prevention science.        |

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| d. | Provide ongoing training to behavioral health providers on identifying and addressing the behavioral health needs of older adults (collaboration between Licensing and Behavioral Health divisions) | ADHS | Arizona Suicide Prevention Coalition | Ongoing | <p><b>July 2007</b> - Provided training to prevention providers on prevention of suicide and substance abuse among older adults at the annual DBHS Prevention Provider Meeting 6/15/05. 1/2007: DBHS is working on the development of a practice protocol on prevention, early intervention, treatment, and recovery services with older adults. On October 25, 26, and 27, DBHS co-sponsored the first annual Arizona suicide prevention conference. The conference was attended by approximately 250 people. Workshops included training on depression and suicide in older adult populations. DBHS provided training to all RBHAs in assessing for suicide risk. ADHS provided training at the 2007 Summer Institute on the Practice Protocol on Behavioral Health Treatment, Early Intervention, and Prevention in July, 2007. Approximately 100 people were in attendance. Representatives from Pinal Gila Center for Senior Citizens and the Area Agency on Aging were in attendance at the Applied Suicide Intervention Skills Training of Trainers in June, 2007.</p> <p><b>December 2007</b> - The DBHS practice protocol on Prevention, Early Intervention, and Treatment with Older Adults was officially posted to the ADHS web site during the fall of 2007. DBHS staff provided training on this protocol to prevention and treatment</p> |
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|    |   |      |   |   | <p>providers at the 2007 Summer Institute Conference and the October, 2007 Suicide Prevention Conference.</p> <p><b>Task Completed – 2007</b><br/>Training Ongoing</p>   |
| e. | Fine tune plans to staff the state Veteran Home to be opened in Tucson.                                   | ADVS | ADOA, Nursing Roundtable, AZ Military Bases, VA – State Veteran Home Grant Program, U of A Medical School, Southern Arizona Veterans Medical Center | Fall 2005 until the Home is actually opened (estimated 2008). | <p><b>July 2007</b> - The Tucson home is looking to be approximately 3 to 4 years from completion. It will be designed to have some type of traumatic brain injury (TBI) section to deal with the recent casualties from OIF/OEF (Operation Iraqi Freedom/Operation Enduring Freedom). The agency will ask for the state funding to be extended and the federal grant funding is being actively pursued. We are currently on the list for federal funding, however several projects are ahead of ours. The VA's priority to build the Tucson means that federal funding is delayed by 2-3 years, and the formal planning process cannot begin until after the VA has re-prioritized our grant. The land has already been set aside for us by the VA in Tucson. Efforts to encourage a re-prioritization of the Tucson home include partnering with the U of A Medical School and the Southern Arizona Veterans Medical Center.</p> |
| f. | Ensure the staff-to-client ratio is manageable and within levels acceptable to the Arizona Supreme Court. | ADVS | Governor's Veterans Task Force.   | September 2005 to July 2007                                   | <p><b>July 2007</b> - The Veterans Research Council findings are due to the Governor in August and the issue of staffing will be addressed after their report has been received.</p>   |

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| g. | Investigate in-house training for certain employee types, to include On-The-Job Training (OJT) and apprenticeship programs that may be approved for Montgomery GI Bill benefits.  | ADVS | Dept. of Veterans Affairs | Spring 2005 - 2008   | <b>July 2007</b> - The State Approving Agency (SAA) is continuing to work with Gateway Community College and the RSAA Training Institute to provide opportunities to support in-house staff training. Due to lack of funding, the Training Center that is being built at the Arizona State Veteran Home was temporarily postponed during the last portion of FY 2006, but has been resumed. The Training Center will provide a location where formal training and clinical training (for the Home) can occur. |
| h. | Expand agreements with nursing schools to provide practicum experience in a long-term care setting for its students, resulting in effective recruiting of personnel for the nursing department at each State Veteran Home in the state. | ADVS | Nursing Schools           | November 2005 - until there is no longer a nursing shortage. | <b>July 2007</b> - The new Training Center is in the process of being built, and is slated for completion in August. The re-designed facility includes computer labs and a clinical training area that will provide an area for Nursing Schools to teach and train their students. The benefits of bringing students to the facility is exposing them to what is available at the Veterans Home and encouraging them to apply after they have become licensed.  |
| i. | Collaborate with experts in the field to develop and provide training opportunities for employees.  | DES  | GACA, U of A              |  |   |
| j. | Provide on-going training to staff to effectively serve the family unit. (i.e., aging sensitivity training for kinship care service recipients).  | DES  | GACA, U of A              |  |   |

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| k. | Work with policy makers, educators, health care providers and consumers to develop and advocate for policies, programs, and other mechanisms that increase the professional status, quality and numbers of direct care workers. | GACA<br>DES, Interagency Council on Long Term Care | DHS, AHCCCS, Citizens' Workgroup on LTC Workforce (ended 2005); Governor's Office on Aging | Ongoing | <b>October 2007</b> - this function has officially been taken over by DES and the Interagency Council on Long Term Care. The Council is no longer the lead. |
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**Objective 5.3: Promote a coordinated workforce development approach between public and private entities to benefit from the capabilities and experience of a mature workforce.**

| <b>Strategies</b> |  | <b>Lead Agency</b> | <b>Key Partner</b>                 | <b>Start/End Dates</b> | <b>Progress/Accomplishments</b>                |
|-------------------|--|--------------------|------------------------------------|------------------------|--|
| a.                | Together with key stakeholders, provide opportunities for businesses, public and private agencies, community colleges, and mature workers to identify barriers that may prevent the hiring of mature workers and opportunities for persons interested in meaningful and productive employment. | GACA               | DES, Commerce, Tourism             | Jan 2005 – Nov 2005    | <b>Task Complete – 2005</b><br>Service Ongoing |
| b.                | Increase the retention rate of older employees.  | DES                | ADOA                               |                        |  |
| c.                | Increase the retention rate of older employees.  | DES                | GACA, AAAs, Mohave County One-Stop | Start October 2005     |  |
| d.                | Welcome older volunteers for one-time projects as well as long-term projects.  | ASP                |                                    |                        |  |

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| e. | Pay seniors and provide some benefits to work part-time in training positions.  | ASP |                           |                    |   |
| f. | Develop a skills inventory and training programs for retirees and potential volunteers to serve as instructors, serve on advisory committees and in public information and data services roles.   | DPS | DPS Human Resources Unit. | 8/1/05 ~ 12/31/07  | <p><b>March 2007</b> - DPS hired a volunteer coordinator in H.R. Coordinator developing a skills inventory for volunteers and retirees as well as a comprehensive program approved by agency head. Added web-based information and contacts to agency web site.</p> <p><b>July 2007</b> - Efforts ongoing</p> <p><b>December 2007</b> - Volunteer coordinator developing orientation manual for volunteers and supervisors and volunteer guide for overseeing volunteers.</p> <p><b>Task Completed – 2007</b><br/>Efforts Ongoing</p> |
| g. | Coordinate with industry constituents to develop a volunteer opportunity database and increase knowledge about jobs and opportunities available to the aging workforce, and to communicate these opportunities to the aging population. | AOT |                           | May 2006 - Ongoing |   |

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| h. | Provide outreach to and recruit newly discharged military personnel as part of their discharge planning. Work with military bases to match the military occupation of those being discharged with the vacancies available at the State of Arizona.   | ADVS     | Military Bases, US Dept. of Veterans Affairs, Maricopa County | Spring 2005 - 2008 | <b>July 2007</b> - The State Approving agency continues to hold its bimonthly briefing at Luke AFB and Maricopa Work Force Connection to assist and recruit newly discharged military personnel as part of their discharge planning.   |
| i. | Identify on-the-job training and apprenticeship programs that may be suitable for veterans seeking employment with the State. The veterans can work for the State while obtaining Montgomery GI Bill educational benefits.   | ADVS     | ADOA, US Dept. of Veterans Affairs.                           | Spring 2005 - 2008 | <b>July 2007</b> - The State Approving Agency continues to work with the Arizona Department of Juvenile Corrections regarding educational benefits for its correction officers. A dialogue with the Arizona Department of Corrections has been initiated, but plans have not yet been fleshed out. |
| j. | <del>Coordinate with Department of Education and Department of Economic Security to support work of the Governor's Council on Workforce Policy, to recommend allocations of WIA funds, and to develop and implement short and long-term strategies and programs designed to train and retrain an aging population.</del> | Commerce |   |                    | <b>July 2007</b> - Commerce believes this is the same as Objective 2.4, g<br><br><b>October 2007</b> - Commerce notes this is the same as Objective 2.4, g   |

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| k. | <del>Coordinate with key stakeholder networks to increase awareness and to incorporate demographic trends and associated strategies into local and regional economic and community and workforce development plans.</del> | Commerce |  |  | <p><b>July 2007</b> - Commerce believes this is the same as Objective 2.4, h.</p> <p><b>October 2007</b> Commerce notes this is the same as Objective 2.4, h</p> |
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**Objective 5.4: Implement human resource policies that balance the needs of state employers with the changing needs of an aging workforce.**

| <b>Strategies</b> |  | <b>Lead Agency</b> | <b>Key Partner</b> | <b>Start/End Dates</b> | <b>Progress/Accomplishments</b>   |
|-------------------|--|--------------------|--------------------|------------------------|---|
| a.                | Develop an educational plan to address the varying phases of retirement for employers.               | DES                |                    |                        |   |
| b.                | Develop a succession management program.   | DES                |                    |                        |   |
| c.                | Investigate incentives to university departments to incorporate aging experts in their hiring plans. | ABOR               |                    |                        | <p><b>October 2007</b> - The School of Aging and Lifespan Development offers an interdisciplinary program of instruction, research, and community outreach that relies on a small core of faculty within the School and an extended network of faculty from a variety of departments and colleges within ASU and across all campuses of ASU. The School will use its resources to urge joint appointments of faculty (.50FTE in the School of Aging and Lifespan Development and .50FTE in a partnered department). The UA recognizes the need to bring aging experts into the AHSC and</p> |

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|    |  |      |      |                       | across campus. The faculty of the ACOA, AHSC, and other aging advocates are involved in identification and recruitment efforts across campus. The successful application of the nationally prestigious Reynolds Grant, and the recognition by the UA leadership that 'aging' is of paramount importance, has provided additional incentives to all disciplines. Faculty with aging expertise are being actively recruited and mentored in the colleges of Medicine (i.e. Immunobiology, Oncology), Pharmacy, Public Health, and Nursing.  |
| d. | Collaborate with Department of Administration to provide information about retirement, benefits, and post-retirement opportunities to employees at or near retirement age. | ADOH | ADOA | Ongoing<br>10/18/2007 | <p><b>October 2007</b> - Through regular review of personnel process and internal communications, employees are informed of retirement benefits and post-retirement opportunities. Currently we have 3 employees that work under contract that have retired from housing and work on full or part-time bases to assist in the departments needs. The department is also currently working on establishing formal plans which include career planning, growth and development.</p> <p><b>Task Completed – 2007</b><br/>Efforts Ongoing</p> |
| e. | Prepare a plan for key employee succession and skill retention in the future.  | ADOH |      | 7/06 - 3/07           | The Arizona Department of Housing through its operations and personnel guidelines will maintain succession and skill retention plans.   |

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| f. | Agency representatives and the Merit System Council are reviewing the rules and identifying those that may be in need of modification in preparing for aging issues. | DPS | Law Enforcement Merit System Council (MCS) which sets provisions for employment and compensation. | 9/30/04 ~ 12/31/07 | <b>October 2007</b> Commander of the DPS planning unit, who is also agency rep to Aging 2020 committee and familiar with aging issues, has been assigned to the MSC Rules Revision Committee charged with ongoing review of rule changes.<br><br><b>December 2007</b> – Efforts ongoing   |
| g. | Implement temporary appointments, hourly employment, and flexible scheduling to fill gaps in specialized areas.  | DPS | Law Enforcement Merit System Council (MSC) which sets provisions for employment and compensation. | 9/30/04 ~ 12/31/07 | <b>March 2007</b> DPS is employing retirees for cadet background investigations and using hourly pay, as well as temporary and provisional appointments to fill gaps and retain specialized skills. Added web-site information and contacts for recruiting.<br><br><b>October 2007</b> In September, Commander of DPS planning staff, on Aging 2020 committee and familiar with aging issues, has been assigned to the MSC Rules Revision Committee charged with reviewing rule changes<br><br><b>December 2007</b> - Efforts ongoing<br><br><b>Task Completed – 2007</b><br><b>Efforts Ongoing</b> |

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| h. | Offer flex hours, job sharing, reduced work weeks, telecommuting, programmed rotation, and temporary assignments of a shorter duration.   | DPS  | Law Enforcement Merit System Council (MSC) which sets provisions for employment and compensation. | 9/30/04 ~ 12/31/07      | <p><b>March 2007</b> DPS offering flex scheduling and telecommuting under current MSC rules to accommodate and retain skills.</p> <p><b>October 2007</b> – Efforts ongoing</p> <p><b>December 2007</b> - Efforts ongoing</p> <p><b>Task Completed – 2007<br/>Efforts Ongoing</b></p>   |
| i. | Investigate ways to encourage employee retention (such as flexible work schedules and job shares), minimize turnover through management training programs, and assist managers facing increasing work demands with limited human resources. | ADVS | ADOA  | Fall 2005 to March 2006 | <p><b>July 2007</b> - The Education Office has gone to a virtual office concept, modeled after the program in place in AHCCS. Flex schedules have been explored for selected members of the ASVH management team. The Home is encouraging employee retention through salary adjustments and LEAP (Learn, Empower, Achieve and Produce) instituting a CNA II program for those who successfully complete this program. The goal is for everyone to achieve CNA II status and eventually the CNA III program will be developed. A Chaplain has been hired to assist with spiritual and social program for the staff, families and residents. The facility is also working with the Beatitudes Campus, Model Unit Teaching Program to look at innovative ways to staff and build teams.</p> <p><b>Task Completed – 2007<br/>Efforts Ongoing</b></p> |

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| j. | Perform workforce analysis and proactive recruitment. | ADOA | HR          | Ongoing | <p><b>July 2007</b> - A statewide workforce/succession planning model has been developed and is being piloted by ADOA beginning April 2006. Other agencies currently interested in implementing the model include Department of Revenue and Department of Game and Fish.</p> <p><b>December 2007</b> - ADOA continues to pilot its Workforce and Succession Planning tools and act as a resource to various agencies piloting similar tools. In addition, Workforce/Succession Planning web site has been developed by ADOA Human Resources Division. It can be accessed through the HRD web site. This site provides tools and resources for all agencies to utilize.</p> |
| k. | Explore and develop new recruitment options.          | ADOA | Recruitment | Ongoing | <p><b>July 2007</b> - In June 2007 ADOA and DOC co-chaired a meeting with all agencies that recruit nurse and healthcare professionals. The agencies agreed to consolidate their advertising efforts for newspapers and trade journals into one large Display ad. By combining our advertising funds we are able to increase our print visibility in the community through larger Display ads.</p> <p><b>October 2007</b> - The Career Center is tentatively scheduled to open in November 2007. All state employees will have the opportunity to receive counseling and</p>   |

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|  |  |  |  |  | <p>guidance on how to develop their careers, including workshops, assessment tools and one on one counseling by trained professionals.</p> <p><b>December 2007</b> - The Arizona State Career Center opened on November 26, 2007 to serve all State employees. The Career Center offers comprehensive services in career development and management with tools and resources for employees to proactively develop a career strategy and achieve their career goals.</p> <p><b>Career Center Services:</b></p> <p>The Career Center is currently developing virtual, state of the art, delivery services via the web to accommodate the State's 42,000 employees at minimal costs. The following is a list of services provided:</p> <ul style="list-style-type: none"> <li>▪ Career coaching and advisement</li> <li>▪ Career workshops including virtual presentations and workshops</li> <li>▪ Educational and professional development advisement and planning</li> <li>▪ Custom workshops (customized for Agency needs)</li> <li>▪ Career assessments: interests, psychometric, skills, and aptitude <ul style="list-style-type: none"> <li>○ World of Work Inventory (WOWI)</li> <li>○ Strong</li> <li>○ Prove IT</li> </ul> </li> </ul> |
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|    |  |      |             |         | <ul style="list-style-type: none"> <li>○ Informal skills, and interests surveys</li> <li>▪ Resume and cover letter assistance</li> <li>▪ Interviewing preparation &amp; mock interviews</li> <li>▪ Career satisfaction strategies and marketing skills</li> <li>▪ Reference library</li> <li>▪ Web resources</li> </ul> <p><b>Participation:</b><br/>Since opening on November 26, 2007, 47 employees have utilized the Career Center Services.</p>   |
| I. | Explore recruiting military veterans and retirees. | ADOA | Recruitment | Ongoing | <p><b>July 2007</b> - ADOA is working with Gateway Community College for a proposal to develop a Career Transitioning Workshop for State retirees.</p> <p><b>October 2007</b> - ADOA Attended the Boomerz job fair for adults over 50. The Staffing until will continue to post jobs and attend job fairs that target retirees.</p> <p><b>December 2007</b> - The state currently offers preference to veterans when applying for state jobs (ARS 38-492). Other avenues to enhance the recruitment of military veterans and retirees are being investigated.</p> <p>ADOA Recruiters have expanded our efforts to attend additional job fairs targeted to the recruitment of National Guard, other military</p> |

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|    |   |      |    |                        | <p>personnel and the mature workforce fairs.</p> <p>ADOA has received a proposal from Gateway Community College for a proposal to develop a Career Transitioning Workshop for State retirees.</p> <p>ADOA Recruitment has received the U.S. Army's Partnership for Youth Success (PAYS) program for possible Agency involvement – no decision has been reached.</p> <p>ADOA is reviewing on-the-job and apprenticeship training through the Arizona Office of Veteran's Education.</p>  |
| m. | Develop and provide succession management tools to assist agencies in developing their own staff through training and mentoring programs. | ADOA | HR | July 2005 to June 2008 | <p><b>July 2007</b> - The statewide workforce/succession planning model developed by ADOA, continues to be piloted by ADOA. Additional agencies have expressed interest in implementing the model and received training and were provided the tools developed.</p> <p><b>October 2007</b> - ADOA provided training on Succession Planning on September 27, 2007. This training was part of the monthly Human Resources training program and was open to all agencies.</p> <p><b>December 2007</b> - ADOA continues to pilot its Workforce and Succession Planning tools and act as a resource to various agencies</p> |

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|    |  |      |      |           | <p>piloting similar tools. In addition, Workforce/Succession Planning web site has been developed by ADOA Human Resources Division. It can be accessed through the HRD web site. This site provides tools and resources for all agencies to utilize.</p>   |
| n. | Assess employees' training needs.              | ADOA | AzGU | June 2008 | <b>December 2007</b> - No updates  |
| o. | Develop training programs for emerging skills. | ADOA | AzGU | Ongoing   | <p><b>July 2007</b> Plain Talk, as the initiative is known, kicked off for 40 agency PIO's in February. In March, three coached working sessions of 30 participants each for agency team members. More working sessions were held resulting in 273 employees being trained in the Plain Talks skills.</p> <p><b>October 2007</b> - All training curriculum has been reviewed, revised, and standardized. The Supervisor Academy was piloted in July 2005 and full implementation began in August 2005. Future training programs will continue to be developed to address emerging skills needs with the input of the agencies. AzGU is constantly monitoring customer reaction and feedback. In October, 2006, AzGU distributed a survey for feedback on effectiveness of training, customer service, and communication. Over 4500 employees responded and the feedback was favorable. In January, 2007,</p> |

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|    |  |      |      |         | <p>AzGU partnered with the Department of Revenue to offer training on simplifying forms and letter the state agencies send to constituents. The intent is to make them more understandable and encourage higher response rates.</p> <p><b>December 2007</b> - The Managers' Institutes, the third level of leadership development training, is being targeted for development by end of fiscal year and ready for pilot in August. The Basic Regulatory training is partially on line. Seven of the 12 modules have been developed. The last five modules will be completed by the end of July</p>   |
| p. | Provide variety of training in various formats to meet demands of employees. | ADOA | AzGU | Ongoing | <p><b>July 2007</b> - AzGU purchased 25 iLinc enterprise licenses in May to enable delivering training in a more timely way to employees in remote locations via web conferencing. The employees need only a computer and speakers to access the training.</p> <p><b>October 2007</b> - The agency began piloting some classes in a laboratory format for both MS Office products and AFIS training. Between January and April 2006, the agency will be developing computer-based training for selected courses. Beginning in April, 2006 we began offering selected classes in online formats. There are four core courses that most agencies require of all new employees. By March,</p> |

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|    |   |      |                      |                           | <p>2007, three of the four will be available in computer-based training format. From December, 2006 – February, 2007. AzGU has been piloting various hardware and software to enable delivering training via web conferencing. AzGU, GITA and the Governor’s Office on Efficiency Review are part of a task force to recommend a web-conferencing solution to the agencies. AzGU purchased 25 iLinc enterprise licenses in May to enable delivering training in a more timely way to employees in remote locations via web conferencing. The employees need only a computer and speakers to access the training.</p> <p><b>December 2007</b> - AZGU continues to work with the agencies to meet the needs of a growing virtual work environment. AZGU continues to offer training in computer-based online format and in web-conferencing format. The new travel training will be offered only via iLinc web-conferencing starting mid-January.</p> |
| q. | Automate recruitment system.  | ADOA | Yahoo Hiring Gateway | Ongoing                   | <p><b>Task Completed – 2006</b><br/> <b>Service Ongoing</b></p>   |
| r. | Establish internship programs for high school and college students. | ADOA | Recruitment          | October 2005 to June 2007 | <p><b>July 2007</b> - The 2007 summer internship program was successful. We were able to fill 83% of requests in 2007 vs 23% in 2006.</p> <p><b>December 2007</b> - The agency developed an internship program and created guidelines</p>   |

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|    |  |      |  |         | <p>for paid or credit internship programs in consultation with partner schools. A pilot was implemented in ADOA in January 2006. The 2007 internship program was successful. We were able to fill 83% of requests in 2007 vs 23% in 2006.</p> <p>The 2008 internship program has been announced and we are currently working with departments to fill requests.</p> <p><b>Task Completed – 2007<br/>Services Ongoing</b></p> |
| s. | Provide part-time work for state employees easing into retirement.   | ADOA | Work-Life  | Ongoing | <b>July 2007</b> - ADOA has drafted an “Hour of Work” policy which includes part-time as a flexibility option. State agencies often follow the policies implemented by ADOA. More research is needed to offer this as a viable pre-retirement option. It is being used as an option for post-retirement. A plan to encourage use of these options has also been submitted for internal ADOA review.                          |
| t. | Develop plans for job sharing and continue offering flexible work schedules.   | ADOA | Work-Life  | Ongoing | <b>July 2007</b> - ADOA has drafted an “Hour of Work” policy which includes job-sharing as a flexibility option. State agencies often follow the policies implemented by ADOA. A plan to encourage use of this option has also been submitted for internal ADOA review.  |
| u. | Establish an intra-agency task force to develop plans for recruitment, retention, and reallocation of staff consistent with projected needs. | ADC  | ADOA<br><br>The Health Education Program Administrator and | Ongoing | <b>December 2007</b> - Since 2004, ADC’s teams have been successful in meeting the task objective. Recruitment of new Correctional Officers has reduced vacancies over the last 12 months. Pay raises have been  |

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|    |  |      | Administrative Services Program Administrator will supervise and monitor this strategy.  |   | implemented with several key medical classifications and have been effective in retaining employees. Work is continuing on review of retention data regarding aging employees and how their services can be obtained in post-retirement, such as part-time employment.  |
| v. | Establish a Nurses Aide training program for offenders to ensure there are a sufficient number of adequately trained inmates to assist prisoners with severe physical limitations as "offender aides." | ADC  | Rio Salado Community College<br><br>The Nursing Program Manager and Health Education Program Administrator will be responsible for developing training curriculum for the "Offender Aide" program. | Ongoing<br><br>The Offender Aide training curriculum first draft will be completed by 3/31/2008 | <b>December 2007</b> - The Health Education Administrator and Nursing Program Manager have begun the work on a training curriculum to be implemented upon approval. Initial efforts have begun to ensure that essential partnerships with Offender Operations/Programs (specifically the WIPP Program) are established. They will be asked to review the program and determine if inmates participating will qualify for pay. |
| w. | Coordinate with the Department of Administration, as appropriate, and assist in developing retirement transition opportunities for aging state workers.  | GACA | ADOA, ARS, DES   | Ongoing   | <b>October 2007</b> - The Governor's Office has worked with ADOA to address workforce knowledge retention and transition issues, including the development of the Career Center outlined in within this objective.  |

**Goal 6: Enhance the State's capacity to develop and maintain the necessary infrastructure to deliver services in a culturally appropriate, timely and cost effective manner.**

Every aspect of living in Arizona may be affected by the future changes in our increasing and changing population. Housing, transportation, health care, education and other state-supported services will take shape based on the needs of our diverse population. The ability of the State to adapt to change, incorporate the use of new technology, form public-private partnerships to create and expand services to reach all corners of the state will be some of the challenges and opportunities that face Arizona as we grow.

**Objective 6.1: Use regional and technological approaches to improve service delivery, especially to underserved areas.**

| <u>Strategies</u> |   | <u>Lead Agency</u> | <u>Key Partner</u> | <u>Start/End Dates</u> | <u>Progress/Accomplishments</u>   |
|-------------------|---|--------------------|--------------------|------------------------|---|
| a.                | Investigate alternatives for financing currently uncovered services, specifically vision, hearing, and dental services.     | AHCCCS             |                    |                        | <b>December 2007-</b> On 10/01/07 a \$1,000 dental benefit was added to the ALTCS benefits package for adults age 21 and over.  |
| b.                | Support the infrastructure of Federally Qualified Health Centers (FQHCs) and other existing providers in underserved areas. | AHCCCS             |                    | Ongoing                | <b>Task Completed – 2007</b><br><b>Efforts Ongoing</b>  |
| c.                | Provide more services over the web.   | ADHS               |                    | Ongoing                | <b>July 2007</b> Increased public access to licensure and facility inspection information. 1/2007: During the fall of 2006, ADHS subcontracted with Empowerment Systems to put a screening tool for depression and suicide on the web. Empowerment Systems has screened over 300 people on line during SFY 2006-2007. 7/2007: Provide more services over the web: DLS began posting Statements of Deficiencies (SODs) on the web in 5/07 for the Child Care Program. Pending: SODs for both the Long Term |

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|    |  |      |                  |                               | Care Program and Assisted Living Program will be posted on the web.<br><br><b>December 2007</b> - SODs for both the Long Term Care Program and Assisted Living Program have been posted on the web. Medical Facilities, Behavioral Health facilities will have SODs posted by 7/08.<br><br><b>Task Completed – 2007<br/>Services Ongoing</b> |
| d. | Identify technology/ communication systems to make agency resources, best practices, and partners accessible to aging adults, partners, and providers. | ADHS |                  | End November 2005             |  |
| e. | Utilize Community Network Teams to assess the needs of underserved areas.  | DES  |                  |                               |  |
| f. | Updated VIMS (Veterans Information Management System) software will provide enhanced case management capability for the Veterans Services Division.    | ADVS | Software Company | January 2005 - December 2005. | <b>July 2007</b> - Offices for the VBCs are being located statewide, with the intention of keeping drive time to reach a VBC to an hour. Date entry clerks are located at the Phoenix office to support VBCs statewide.<br><br><b>Task Completed – 2007<br/>Efforts Ongoing</b>  |

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| g. | Explore opportunities for a statewide approach to providing academic degrees (MS, PHD) in gerontology.  | ABOR |  |               | <p><b>October 2007</b> - ASU's School of Aging and Lifespan Development has submitted requests for authorization to implement new degree programs will be submitted to ABOR for approval in FY08, with implementation beginning in Fall, 2008: a B.S. in Aging and Lifespan Development and a M.S. in Aging and Lifespan Development.</p> <p>UA and ASU collaborate in providing Graduate Programs in Gerontology Certificates. UA lists ASU Gerontology courses and encourages students to take them; NAU will soon offer online courses as part of the Tri-University ABOR grant, and be listed. UA Collaborates with ASU College of Public Programs/ASU School of Social Work on the Gerontology Certificates and the ASU College of Nursing and Health Innovations on our PhD minor. The goal is to re-institute the Masters Programs and explore a PhD program; a doctoral program may be proposed.</p> |
| h. | Provide resources and administrative support for sustaining and expanding the gerontology certificate programs at the three state universities. | ABOR |  | December 2006 | <p><b>October 2007</b> - ASU's School of Aging and Lifespan Development is hosted by the College of Human Services, which provides faculty and staff salaries, office space and equipment, and other resources to support the instructional mission of the School, the community forums and conferences, and other activities that strengthen and advance ASU's gerontology program.</p> <p>The UA Graduate Program is administered by the COM, through the Section of</p>   |

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|    |   |    |  |  | Geriatrics/Gerontology which receives support from the DW Reynolds grant with matching funds from the UA, demonstrating UA commitment to aging. The program is housed in the AzCOA (which also provides supplies and support personnel) and with teaching salaries and course development thru the AzGEC. The AzGEC builds a consortium among ACOA, AHSC, ASU Colleges of Nursing & SW, and AHEC. |
| i. | Continue to develop, expand and publicize services offered to the general public through statewide satellite offices including use of trained volunteers. | AG |  |  | <b>June 2007</b> - AG Community Services now consists of 200+ volunteers which staff 36 satellite offices. They distribute, on average, 95,000 publications per fiscal year, do 350+ presentations\events and distributed around 4,000 Life Care Planning packets.  |

**Objective 6.2: Develop programs and approaches to close the gaps in the state's current aging services infrastructure and delivery system.**

| <b>Strategies</b> |   | <b>Lead Agency</b> | <b>Key Partner</b> | <b>Start/End Dates</b> | <b>Progress/Accomplishments</b>  |
|-------------------|---|--------------------|--------------------|------------------------|--|
| a.                | Explore how assisted living facilities can be used to provide services to nursing facility residents with special health care needs (behavioral, medically involved). | AHCCCS             |                    | Ongoing                |  |
| b.                | Provide resources and administrative support for the expansion of the medical campus in downtown Phoenix and its programs.  | ABOR               |                    |                        | <b>October 2007</b> - To date, ASU's School of Aging and Lifespan Development has not been involved in the expansion of the medical campus in downtown Phoenix and its programs. As the School and its programs mature, however, a link with the |

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|    |   |     |   |   | <p>medical campus exists for possible collaborative efforts in instruction and in research.</p> <p>The UA provided support for the successful application for the nationally prestigious 4-year, \$1.9 million dollar D.W. Reynolds Grant in geriatric education, and the recently HRSA funded AzGEC. The COM provides resources to build geriatric education for the Phoenix campus of the COM. Faculty from the ACOA/Section of Geriatrics and Gerontology serve on the Phx COM curriculum committee group, and 'aging' is one of the key 'themes'. An innovated telemedicine educational program in aging is planned. UA (AzGEC/Reynolds) supports an on-site gerontology faculty position and part-time admin at Phx COM.</p> |
| c. | Establish internal task force to explore new construction/remodeling needs and alternative options based on elderly offender population growth, including lease/purchase of overbuilt or underutilized assisted living and long term care facilities. | ADC | The Health Education Program Administrator will coordinate action on this item. | Ongoing<br><br>Action will be taken on this item by 2/1/2008                            | <b>December 2007</b> - Task Force membership has been identified to meet and begin working on this item if deemed appropriate.  |
| d. | Negotiate contracts for community halfway house/group home placements for the elderly offenders upon release, depending upon available funds.   | ADC | The Health Education Program Administrator will manage and monitor this item.   | Ongoing<br><br>The proposed time frame for carrying out recommended action is 3/1/2008. | <b>December 2007</b> - This task has been under consideration for the last 3 years. Two action steps may be considered with one option selected: for action: (1) The health Education Program Administrator will  |

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|    |   |      |      |                             | convene a committee to evaluate the status and feasibility of the strategy within the current fiscal and community environment and make recommendations, or (2) submit a written request to the Governor's Council on Aging asking to modify or delete the strategy as written. |
| e. | Increase accessible, safe and affordable ADOH options for seniors through collaborations.   | DES  | ADOH | 9/2006                      | <b>Task Completed – 2007<br/>Services Ongoing</b>   |
| f. | Increase the number of eligible older adults receiving food stamps.   | DES  |      |                             |   |
| g. | Increase awareness of the family caregiver support services.  | DES  | AAAs | Ongoing                     | <b>July 2007</b> - As part of a new statewide caregiver coalition being formed later this year, it is anticipated that a comprehensive marketing campaign will be one of the first projects undertaken.   |
| h. | Integrate departmental services in order to effectively serve the family unit.  | DES  |      | Ongoing                     |   |
| i. | Cross train providers & utilize case managers across agencies to assist seniors with processes for dealing with multiple agencies and services. | DES  | AAAs | June 2007                   |   |
| j. | Increase awareness of the family caregiver support services.  | ADOH |      | Still Ongoing<br>07/18/2007 | <b>July 2007</b> - To increase awareness of family caregiver support services, Arizona Department of Housing strategically  |

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|    |   |      |                                      |                       | combines its efforts with organizations that have, at least as part of their mission, a concern for this population.   |
| k. | Create/support programs for new construction of senior complexes, acquisition/rehabilitation of existing senior housing projects. | ADOH | AHCCCS/DES<br>Area Agencies on Aging | Ongoing               | <b>October 2007</b> - Arizona Department of Housing, through its Low-Income Housing Tax Credit program and the State Housing Fund awarded funds for new construction of developments that support seniors.   |
| l. | Expand home modification program for seniors throughout the state.  | ADOH | AHCCS/DES                            | Ongoing<br>10/18/2007 | <b>October 2007</b> – Efforts ongoing  |
| m. | Review homeowner rehabilitation and manufactured ADOH replacement programs to improve feasibility for seniors.                    | ADOH |                                      | Ongoing<br>10/18/2007 | <b>October 2007</b> - Efforts ongoing  |
| n. | Research potentials for the creation of manufactured ADOH developments for both rental and homeownership projects.                | ADOH |                                      | Ongoing<br>10/18/2007 | <b>October 2007</b> - Efforts ongoing  |
| o. | Investigate the application of universal design principles to all new multifamily ADOH projects funded by ADOH.                   | ADOH |                                      | Ongoing               | <b>October 2007</b> - Arizona Department of Housing defines design guidelines in its Low-Income Housing Tax 2006 Qualified Allocation Plan and its State Housing Fund FY 2006 Program Summary and Application Guide. Design principles and specific design needs often must be supported by market needs and demand analysis. Arizona Department of Housing continuously |

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|    |   |      |                            |                  | modifies its plans based on market and community needs.   |
| p. | All design for new Built Environment projects must be Americans with Disabilities Act (ADA) compliant, and eventually, 90% of park facilities should meet at least 75% of state/federal accessibility requirements.                             | ASP  |                            |                  |   |
| q. | Update Visitors Centers to meet the needs of the aging population.  | AOT  | ADOT                       | Fiscal year 2008 | <b>July 2007</b> - Construction plans still delayed, expected to start later in FY08.<br><br><b>December 2007</b> - While construction delays continue in FY08 on State owned Visitor Centers – AOT used funds to establish a one-time grant program for local visitor information centers throughout Arizona communities to apply for funds to use on ADA compliance projects. Grant awards planned for January, 2008. |
| r. | Investigate the opportunities of additional facilities in the state to serve its veteran population. Include focus on long-term care needs of veterans and their spouses who have Alzheimer's or other forms of dementia and/or mental illness. | ADVS | Social Services in Arizona | Continuing       | <b>July 2007</b> - Working with the Alzheimer's Association to improve awareness of programs for veterans and their spouses in the Home. Increasing visibility in the community by joining the National Association of State Veteran Home, Human Resource Professionals, Resource Awareness Information Network, and AzAHA  |

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| s. | Plans for future Veterans Home facilities have been developed based on the Phoenix model.   | ADVS | US Dept. of Veterans Affairs | Fall 2005 – 2008 | <p><b>July 2007</b> - Continues to develop plans for the Tucson Veteran Home (see also strategy 5.2.e. in this report). Because of the priority that the VA gave our project, construction may not start for 2 – 3 years. The Facilities Manager and the Director are working on ways to partner with the VA in Tucson and the U of A medical school to have the project re-prioritized. A new Administrator with 20 years of long-term care experience was hired on contract in early April and was subsequently hired.</p>   |
| t. | Explore opportunities to expand the number of health professionals with specialized knowledge and skills in gerontology/geriatrics through loan forgiveness or repayment programs | ABOR |                              |                  | <p><b>October 2007</b> - The universities recognize that there are insufficient numbers of health care providers (1) with specialized training in gerontology/geriatrics, and (2) providing skilled services to aging patients in a variety of home and community based, and long term care sites. A well-structured loan forgiveness program (similar to rural health programs) could increase the number of providers pursuing specialized training (medical, nursing, pharmacy, etc), who would then be required to provide care in multiple sites (for a number of years), making it easier for older Arizonans to access care. The goal would be to enhance training in aging-related principles of care for all providers (i.e. surgeons, emergency room physicians, nurses, etc.). Initial discussions are occurring between representatives from the ACOA and legislators to assess the feasibility of this program.</p> |

**Objective 6.3: Create working partnerships across state agencies and with private entities to improve the state's ability to develop the business & service infrastructure necessary to meet the needs of seniors.**

| <u>Strategies</u> | <u>Lead Agency</u>   | <u>Key Partner</u> | <u>Start/End Dates</u>         | <u>Progress/Accomplishments</u>  |
|-------------------|--|--------------------|--------------------------------|--|
| a.                | Collaborate with Federally Qualified Health Centers to expand health services in under-served areas.   | AHCCCS             |                                | Deleted – Duplicate strategy. See 6.1.b  |
| b.                | Support "Universal Building" efforts extended by the Department of Housing.                            | AHCCCS, ADOH       |                                | <b>October 2007</b> - Currently no specific activities focus on this issue.  |
| c.                | Expand health promotion/education opportunities by bringing public health and aging networks together. | ADHS, DES          | AAA's, LHD, community agencies | <p>4/2005 and ongoing.</p> <p><b>July 2007</b> - Creation of the Healthy Aging Communication Network is complete with website available (<a href="http://www.livingstrongerlonger.org">www.livingstrongerlonger.org</a>) and web-based meetings for physical activity, fall injury prevention and chronic disease self management training. Received three year Administration on Aging grant to implement Stanford Chronic Disease Self Management program and EnhanceFitness program in Pima, Santa Cruz and Yavapai counties.</p> <p><b>December 2007</b> - The grant funding received in 7/2007 from the Administration on Aging for evidence-based programming has been a great opportunity to facilitate the development of partnerships. ADHS and ADES are partnering to teach the Stanford Chronic Disease Self-Management courses. Each Agency has been participating in contractors meetings</p> |

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|    |   |     |  |                | <p>as well as a site visit and an annual grantees meeting related to the AoA funding. All of these activities involve collaboration of both public health and aging networks at the state and local levels.</p> <p>ADHS is providing TA to ITCA-Area Agency on Aging and the National Minority Aging Organization Advisory Committee on the implementation of the evidence-based (EB) Stanford Chronic Disease Self-Management program as well as two EB physical activity programs, Enhance Fitness and Matter of Balance.</p> <p>Meetings are occurring with Faculty at the ASU College of Nursing regarding opportunities to develop a referral system to community based EB programs.</p> |
| d. | Increase available funding for aging services through resource development. | DES |  | September 2005 |   |

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| e. | Increase needed supports through community partnerships, maximization of local resources, and expanded availability of caregivers.     | DES |                                      |          | Refer to 8.3.a.<br><b>July 2007</b> - DES is working to support the creation and development of a statewide caregiver coalition that will bring together state agencies, local agencies and service providers to support caregivers and caregiving in general.  |
| f. | Enhance Adult Protective Services and Non-Medical Home and Community Based Services to meet the needs of the growing aging population. | DES | Public Fiduciaries and VA Fiduciary. | 7/1/2005 | <b>July 2007</b> - APS entered into a Service Agreement with the Area Agency on Aging (AAA) in Region I. The agreement provides comprehensive services to APS clients referred to the AAA "APS Coordination Pilot Program". Program staff recently conducted a presentation to National Association of Area Agencies on Aging, in Chicago, highlighting the success of the APS/AAA coordination program. To date 200 successful referrals have been made to the AAA. APS is currently working on this same type of agreement with Pinal/Gila Counties. The APS program recently added new staff to it's current FTE's. New staff are Investigators, Case Aides and staff to assist in the APS Appeals Process.<br><br><b>Task Completed – 2007</b><br><b>Services Ongoing</b> |
| g. | Build a system of services that is accessible, practical, user-friendly, and culturally competent through partnerships.                | DES |                                      |          | Refer to 1.1.d and 3.2.b  |

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| h. | Partner with local communities to develop locally driven services and programs to meet the needs of the aging populations.   | DES                        |  |   | Refer to 1.1.d, 3.2.b and 8.3.a   |
| i. | Ensure continued collaboration between State agencies and community partners by identifying and implementing programs and services that address evolving issues affecting older adults.                | Governor's Office on Aging | All state agencies, community partners | Ongoing                                   | <b>October 2007</b> - Governor's staff hold regular meetings with state agencies on Aging 2020 implementation and collaborate with them on a variety of aging initiatives. Staff monitor several cross-agency collaborative efforts related to older adults.  |
| j. | Technical Assistance and line staff provides help to local governments, nonprofit and private developers interested in providing affordable Housing to low and moderate income person.                 | ADOH                       |  | Still Ongoing<br>07/18/2007<br>10/18/2007 | <b>July and October 2007</b> - The Arizona Department of Housing provides technical assistance to communities, counties, non-profit organizations and other partners with the technical assistance necessary to access our resources and develop projects that meet critical community development and housing needs. ADOH can provide staff assistance and grant-writing assistance to support the creation of projects.<br><br><b>Task Completed – 2007<br/>Efforts Ongoing</b> |
| k. | Collaborate with state agencies, local governments, nonprofit and private service providers to utilize Medicare and Medicaid waivers and other programs to support quality aging in place for seniors. | ADOH                       |  | Still Ongoing<br>07/18/2007               | <b>July 2007</b> - Arizona Department of Housing concluded that "small-related" households have greater housing needs than "large-related" households, and that elderly renters and homeowners continue to be challenged. Arizona Department of   |

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|    |   |      |  |                             | Housing currently awards funding to projects that offer supportive services. In the 2006 Qualified Allocation Plan, points were awarded to project serving individuals who are 62+ years of age or who are disabled and must offer Supportive Services.   |
| i. | Collaborate with state & local government agencies, nonprofit & private service providers to develop a range of medical, recreational and other support services for residents of new ADOH projects.  | ADOH |  | Still Ongoing<br>10/18/2007 | <b>October 2007</b> - Arizona Department of Housing supports local communities in Arizona with the increased challenge of balancing future growth while keeping existing housing stock, infrastructure and community facilities from declining. Construction or improvements to a range of community facilities included as senior centers are encouraged community, social service, health centers.  |
| m. | Establish a wide range of collaborative efforts within state government, with local governments, nonprofit and private Housing and service providers to develop a coordinated senior Housing program. | ADOH |  | Still Ongoing<br>07/18/2007 | <b>July 2007</b> - Agencies providing services related to housing, social services related to housing, social services, elderly persons, disabled persons, persons with HIV/AIDS, families and homeless have permanent representation on the various planning bodies described above, were contacted and consulted, and have been invited to participate in public hearings. Arizona Department of Housing will continue to coordinate with these agencies throughout the coming years in order to maximize the effectiveness of the service delivery system, ascertain the emergence of new and ongoing needs, provides activities to address these needs. |

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| n. | Collaborate with the Registrar of Contractors to investigate the potential for reduced contractor licensing requirements for minor home rehabilitation. | ADOH    |   | Still Ongoing<br>10/18/2007  | <b>October 2007</b> - Arizona Department of Housing program guidelines are informed through regular ADOH collaboration with Arizona Register of Contractors, including determination of applicable licensing classifications. We collaborate with ROC C when reviewing Low Income Housing Tax Credit Projects eligibility for projects.   |
| o. | Help prevent fraudulent schemes and financial crimes committed against the elderly through public education, training and enforcement.                  | DPS, AG | A/Gs Office, DPS<br>CORE Unit, DPS<br>Criminal<br>Investigations<br>Division. | September 05 ~ 12/31/07      | <b>June 2007</b> - AG has instituted a "Scam Alerts" program where AGO distributes new scams that come through our consumer protection phone line and electronic media. These alerts are sent to the media as well as those who signed up via the website for these alerts.<br><br><b>October 2007</b> - Computer forensics, id theft investigations added to CI investigative priorities in FY08-09 Strategic Plan. DPS assumed responsibility for AZ ID-theft task force 9/07<br><br><b>December 2007</b> - Efforts ongoing |
| p. | Assess the needs of the aging population for Arizona tourism and partner with appropriate state agencies to coordinate findings and integrate plans.    | AOT     |   | Ongoing                      |   |
| q. | Identify the mobility/transportation challenges facing the aging population   | AOT     |   | Beginning in FY07<br>ongoing |   |

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|    | related to travel and tourism in Arizona and coordinate with the appropriate state agencies, cities, counties, etc., to address these issues.   |      |   |                          |   |
| r. | Work with localities to design safe and well-maintained passenger transit and rail stations to address the needs of the senior traveler.  | ADOT | City of Phoenix/Valley Metro Rail; Arizona transit grantees | Ongoing                  |   |
| s. | Increase collaboration with other entities (such as the Arizona National Guard, Department of Defense, Maricopa Workforce Development, Arizona State University-Educational Opportunity Center Veterans Upward Bound Program and Educational Opportunity Center, Arizona Department of Economic Security-Veterans Services, and private universities such as Charter Oak and Excelsior) to provide career counseling to veterans. | ADVS | Agencies listed and the AZ Dept. of Corrections             | Spring 2005 - Continuing | <b>July 2007</b> - Collaboration with entities such as the National Guard are being steadily increased. The Department is sending VBCs to work with returning troops to ensure they are aware of the benefits that are due them. The AZ Dept. of Juvenile Corrections has requested support from the department to ensure that staff are provided counseling. The Dept. of Corrections also employs a large number of veterans (one-fourth of all of its employees are veterans and one-third of its Correctional Officers are veterans). Services are required by employees and to incarcerated veterans. Some members of the National Guard have also become volunteers at the Arizona State Veteran Home to directly support residents living there. |

**Objective 6.4: Establish policies, procedures, regulations, and statutes that reflect the changing nature of an aging population.**

| Strategies |  | Lead Agency | Key Partner                               | Start/End Dates        | Progress/Accomplishments   |
|------------|--|-------------|---|------------------------|--|
| a.         | Pursue policy changes at the state and federal levels to allow more flexibility based upon local needs.  | DES         |   |                        |  |
| b.         | Develop and promote policy initiatives that address new and developing issues related to aging that affect the quality of life for older Arizonans, their families and the communities where they live.  | GACA        | All state agencies and community partners | Ongoing                | <p><b>October 2007</b> - Based on the Council's holding of Senior Action Days in 2007, the Council has developed a set of policy priorities for 2008-2009 that include:</p> <ol style="list-style-type: none"> <li>1. Access to affordable dental care;</li> <li>2. Accessible and affordable transit options; and</li> <li>3. Promotion of credit freeze legislation</li> </ol> <p>These are in addition to priorities where work is already ongoing such as with access to information and mature worker concerns.</p> |
| c.         | Modify the homeownership development program to accommodate the financial and social needs of seniors. Emphasis will be placed on developing an elderly homeownership program on tribal lands where land ownership challenges have been addressed. | ADOH        |   | 7/06 - 6/07<br>Ongoing | SFY 2008 implementation  |

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| d. | Consider use of specific allocation of financial resources and/or use of set asides and preferences to encourage and stimulate senior housing development.   | ADOH |                           | 7/06 - 12/06<br>Still Ongoing<br>10/18/2007 | <b>October 2007</b> - In the 2006 Qualified Allocation Plan, points were awarded to project serving individuals who are 62+ years of age or who are disabled and must offer Supportive Services. Further, a total of \$1,000,000 was set aside for senior projects allocating 100% of their units to seniors. |
| e. | Modify standards for traffic control devices to increase visibility, such as increased visibility of signs and pavement markings.  | ADOT | FHWA                      | On going                                    | <b>September 2007</b> - Sign Sheeting improvements; Letter legibility improvement; increase letter sizes; Wider, more reflective striping, RPMs, roadway lighting, older driver demonstration project, larger signal heads, protected left turn phasing   |
| f. | Make appropriate revisions to design related documents for highway improvement projects that address the diminished physical capabilities of the elderly, including provisions for additional disabled parking spaces and increased use of traffic calming techniques. | ADOT | FHWA<br>AASHTO<br>Phoenix | On going                                    | <b>September 2007</b> - PGPs and Design Standards implemented to reflect the above changes  |
| g. | Renew efforts to change existing laws by working with state lawmakers to increase the maximum amount of fees the Fiduciary Division can collect.   | ADVS | Arizona Legislature       | TBD   | <b>July 2007</b> - Additional funding was provided to the Fiduciary Division during the 2007 Legislative Session (\$722,700 - HB-2781 - <u>Forty-eighth Legislature - First Regular Session</u> ).  |

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| h. | Determine whether statutory changes to Arizona's sentencing structure are appropriate to permit early release of specified elderly felons who have been convicted of non-violent, non-sex crimes, have a low risk of recidivism and who have already served some substantial portion of their sentences. | ADC | The Health Education Program Administrator will supervise and monitor this strategy. | Ongoing | <b>December 2007</b> - Bill 2298 was passed in 2007 addressing some aspects of this strategy. Further legislation appropriate for the aging population will be determined. No committee has been established to address this issue.                       |
| i. | Explore how disciplinary practices for inmates and offenders on community supervision may consider issues of aging and illness as mitigating factors.  | ADC | The Health Education Program Administrator will supervise and monitor this strategy. | Ongoing | <b>December 2007</b> - The Policy Unit is currently reviewing Department Order 803 and 1003 to determine what changes should be considered.   |
| j. | Update current system of written instructions to ensure the Dept's processes are correct & include transpositioning practices, exploring policies in other agencies & assuring input of victims' groups in any policy changes.   | ADC | The Health Education Program Administrator will supervise and monitor this strategy. | Ongoing | <b>December 2007</b> - Department Orders 902 and 908 have been revised and updated. The remaining 12 Department Orders are under review by the Policy Unit.   |
| k. | Explore whether revisions to pertinent statutes are necessary to enable medical parole for elderly offenders where there   | ADC | Board of Exec. Clemency & ADC Legal Services<br><br>The Health Education Program     | Ongoing | <b>December 2007</b> - The Legislative Liaison has advised that the authority granted to the Director by statute may be considered adequate for revisions to the definition of temporary release and inclusion of permanent authority. This is of special |

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|  | is documented need for long-term intensive nursing care, regardless longevity. |  | Administrator will supervise and monitor this strategy |  | importance when the release is based on specific medical need. As a result, no action has been recommended on this issue by the ADC Aging 2020 Committee. |
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**Goal 7: Promote quality of care in all aging services.**

Arizona has a diverse continuum of care delivery system for older adults who need health care and/or residential care. The foundation of the system is built on promoting independence, choice, and dignity. In 2020, with the growth and changes in Arizona's population of adults needing care and services, a central task will be ensuring quality in our health and social support systems.

**Objective 7.1: Ensure the highest quality of care through active monitoring, assessment, and training.**

| <b>Strategies</b> |  | <b>Lead Agency</b> | <b>Key Partner</b> | <b>Start/End Dates</b> | <b>Progress/Accomplishments</b>   |
|-------------------|--|--------------------|--------------------|------------------------|---|
| a.                | Provide effective oversight of community-based facilities and the care providers who work in them.   | ADHS               |                    | Ongoing                |   |
| b.                | Require Arizona Long Term Care System (ALTCS) contractors to submit an Annual Network Development and Management Plan that describes strategies for improvement. | AHCCCS             |                    | Ongoing                | <b>December 2007</b> - The ALTCS contract was revised 10/01/07 requiring the ALTCS contractors to develop processes that would better allow ALTCS members to reside in their own home versus having to live in an assisted living facility or nursing facility. |
| c.                | Require ALTCS contractors to involve member-provider councils in the identification of methods to improve member accessibility to services.                      | AHCCCS             |                    | Ongoing                | <b>Task Completed – 2006</b><br><b>Efforts Ongoing</b>  |

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| d. | Prepare for the needs of a growing ethnically diverse population by promoting cultural competency in healthcare education and throughout the healthcare delivery system.         | AHCCCS |  | Ongoing         |   |
| e. | Develop additional incentives for health plans, program contractors and providers of care to meet quality standards and prevention goals (e.g., Pay for Performance strategies). | AHCCCS |  | Start June 2005 | <b>December 2007</b> - AHCCCS has proposed Pay for Performance legislation for Nursing Facilities.<br><br><b>Task Completed – 2006 Efforts Ongoing</b>  |
| f. | Integrate health promotion and disease prevention strategies into the facility licensing process.  | ADHS   |  | Pending         |   |
| g. | Train behavioral health and licensed facility providers on how to better address the health needs of older adults.   | ADHS   | HSAG, Health Care Association, AzAHHA, CMS | Ongoing         | <b>July 2007</b> - ADHS finalized practice protocol on older adults. ADHS provided training at the Summer Institute in Sedona to approximately 100 people on the practice protocol.<br><br><b>December 2007</b> - In compliance with Governor's Executive Order, Licensing Division will hold a conference in 2008 re: reducing pressure ulcers - target audience: assisted living facilities.<br><br><b>Task Completed – 2007 Services Ongoing</b> |

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| h. | Implement legislation on medical techs in long-term care facilities.  | ADHS        | Lead-AZ Board of Nursing         |                               | Pending   |
| i. | Expand the adult day health care program (currently available at the Arizona State Veteran Home in Phoenix) to provide respite services and keep veterans in their homes as long as possible. | ADVS (ASVH) | Social Services in the community | Summer 2005 - Continuing      | <b>July 2007</b> The Adult Day Health Care program was suspended in April and remains on hiatus, pending review and further evaluation of the program.  |
| j. | Partner with the Area Agencies on Aging to provide effective oversight of home and community based services.  | DES         |                                  | July 1,2006-December 31, 2007 | <b>July 2007</b> - Testing continues on the Senior Community Service Employment Program and will begin with the Family Caregiver Support Program and Independent Living Support Program monitoring tools. Several Area Agencies on Aging are participating. |
| k. | Develop quality assurance standards to measure the quality within Adult Protective Services.  | DES         |                                  | 7/5/2005                      | QA continues on a monthly basis. Case are selected randomly. APS Supervisors must review every case before closure.<br><br><b>Task Completed – 2007<br/>Efforts Ongoing</b>   |

**Objective 7.2: Establish regulations and policies to promote quality of care in all settings.**

| <b>Strategies</b> | <b>Lead Agency</b>  | <b>Key Partner</b> | <b>Start/End Dates</b> | <b>Progress/Accomplishments</b> |   |
|-------------------|---|--------------------|------------------------|---------------------------------|---|
| a.                | Regulate and enforce assisted living training programs.   | ADHS               |                        | Ongoing                         | <b>July 2007</b> - Legislation passed in 2004 now enables this. |
| b.                | Develop rules for feeding assistants program for long-term care facilities.   | ADHS               |                        |                                 | <b>July 2007</b> - Pending                                      |
| c.                | Change long-term care rules to reflect the increased acuity in long-term care facilities.   | ADHS               |                        |                                 | <b>July 2007</b> - Pending                                      |
| d.                | Increase regulation and oversight of assisted living facilities, emphasizing increased training requirements for behavioral health issues, quality of life, safety, nutrition, and physical activity. | ADHS               |                        | 2005 and ongoing                | <b>July 2007</b> - New rules in development                     |

**Goal 8: Promote effective and responsive management for all aging services.**  
**To adequately serve the growing numbers of older Arizonans, changing the way the State does business must be coupled with identifying and developing new funding mechanisms, innovations in service delivery systems and expanding collaborative efforts among state agencies.**

**Objective 8.1: Leverage federal funds and use creative financing strategies to provide the necessary resources to address the needs of a growing aging population.**

| Strategies | Lead Agency  | Key Partner | Start/End Dates                 | Progress/Accomplishments  |
|------------|--|-------------|---------------------------------|---|
| a.         | Create a competitive compensation plan for state employees.  | ADOA        | Classification and Compensation | <p>Ongoing</p> <p><b>July 2007</b> - The State implemented a pay increase effective July 1, 2007. Eligible employees received a 3% increase to their annual base salary and an increase of .25% to performance pay.</p> <p><b>October 2007</b> - ADOA submitted the 2007 Advisory Recommendation on State Employee Salaries to the Governor and Legislative leaders in September 2007. The recommendation indicated that the average state employee salary is 7.1% behind the market. The recommendation also indicates to continue the multi-year strategy proposed in 2005 for salaries to be within 95% of market. The recommendation also includes a salary increase (no specific amount was recommended due to the current unknown of the budget situation) and also continuation of the 2.75% performance pay</p> <p><b>Task Completed – 2007</b><br/> <b>Efforts Ongoing</b></p> |
| b.         | Use claims utilization review to identify health issue and trends; identify employees' needs and focus programs on those needs; assist in controlling and reducing | ADOA        |                                 | See 2.4f  |

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|    | overall medical costs while improving the health of state employees.  |      |             |                    |   |
| c. | Increase availability of voluntary benefits such as long term care insurance for state employees.   | ADOA |             |                    | See 5.1c  |
| d. | 2008 Staffing Plan will strategically involve college partnerships, minority and women's organizations and increased focus and affiliations with local and national HR Organizations. | ADOA | Recruitment | Calendar Year 2008 | <p>Will track progress via a metrics driven scorecard</p> <p>The Staffing Unit has committed to partnering with the local colleges and universities</p> <ul style="list-style-type: none"> <li>-- project judge at DeVry</li> <li>-- intern partnerships</li> <li>-- career services</li> <li>-- resume workshops</li> </ul> <p>Pledged membership in the following community organizations:</p> <p>Jobing.com PAC, Arizona Affirmative Action Association, IPMA, SHRM, EMA and Arizona Professional Recruiters Assoc.</p> <p>Develop and Promote Partnerships with Chicanos Por La Causa, Urban League, and Arizona Women's Education and Employment</p> |

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| d. | Take advantage of federal waiver opportunities to offer flexible long term care and establish principles, programs and payment strategies that encourage and support the delivery of cost-effective, quality services in the least restrictive settings. | AHCCCS (ALTCS) |  |  |  |
| e. | Ensure the stability of nursing home facilities, hospitals and other critical providers through equitable reimbursement rates and support of strategies that address unsustainable malpractice premiums.   | AHCCCS         |  |  |  |
| f. | Encourage and support non-traditional methods of financing long term care (e.g., compensating family caregivers via tax credits and respite; supporting measures that make long term care insurance a reasonable option).                                | AHCCCS         |  |  |  |
| g. | Leverage funding to strengthen and enhance aging services in the state.  | DES            |  |  |  |

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| h. | Continuously assess resource allocation between urban and rural Arizona as demographic trends develop.   | ADOH |  | Still Ongoing<br>07/18/2007               | <p><b>July 2007</b> - Incorporating continuous market demand and needs analysis in its internal processes and external application processes allows the Arizona Department of Housing to assess resource allocation between urban and rural Arizona. Further, through citizen participation, the Affordable Housing Task Force, and collaboration with other agencies and service providers, the Arizona Department of Housing solicits information on housing and community needs. This is also mentioned in continuum of care meetings held thru out the state for HUD purposes.</p> <p><b>Task Completed – 2007<br/>Efforts Ongoing</b></p> |
| i. | Leverage private and public resources for new construction; rehabilitation and modification of existing housing, allowing seniors to age in place at the lowest possible cost to themselves and the State. | ADOH |  | Still Ongoing<br>07/18/2007<br>10/18/2007 | <p><b>July and October 2007</b> - Arizona Department of Housing encourages and awards funds to affordable housing developments, both new construction and rehabilitation, that support the goal of “aging in place.”</p>   |
| j. | Use State ADOH Fund programs for new construction of homeownership opportunities, homeowner rehabilitation and emergency rehabilitation programs for senior housing.                                       | ADOH |  | Still Ongoing<br>07/18/2007               | <p><b>July 2007</b> - Arizona Department of Housing provides down payment and closing cost loans to households earning at or below 60% AMI. ADOH also provides sufficient funding to local governments and non-profit organizations to conduct emergency repairs on homes for households earning between 31% and 50% AMI.</p>  |

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|    |   |      |  |  | <p>In response to the <b><i>Incentives for Affordable Housing Task Force Report</i></b>, ADOH will establish a clearing house within the agency that will provide access to research and best practices in housing innovation within the state as well as nationally. Look for more information on this exciting new resource this summer</p> <p>Since the departments been in existence it has provided \$82 million worth of assistance for down payment and closing cost assistance, new construction or acquisition and rehabilitation of new units, or rehabilitation and emergency repair services to existing homes, assisting over 4,400 households throughout Arizona.</p> <p><b>Task Completed – 2007<br/>Efforts Ongoing</b></p> |
| k. | Homes for Arizonans Initiative provides low-cost mortgage financing and down payment and closing cost assistance. | ADOH |  | <p>Still Ongoing<br/>07/18/2007<br/>10/18/2007</p> | <p><b><i>July and October 2007</i></b> - The Arizona Department of Housing has made a commitment to making homeownership a reality for more Arizona families. ADOH makes resources available for home buying counseling, low interest mortgages, down payment and closing costs to help buyers purchase their first home through a network of non-profit agencies around the state.</p> <p>The Arizona Housing Finance Authority has provided over \$100 million in homebuyer assistance to over 1,000 first time home</p>  |

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|    |  |      |  |                             | buyers through the MRB, MCC, and Homes for Arizona Program. The department is adding another member to the team to help with the demand of home buyer education and credit counseling to expand the service to serve all rural areas of Arizona.   |
| l. | Public Housing Authority provides tenant-based Section 8 rental assistance, and administers multi-family Section 8 project based funds on behalf of Housing and Urban Development (HUD). | ADOH |  | Still Ongoing<br>07/18/2007 | <b>July 2007</b> - Operated by the Arizona Department of Housing, the Arizona Public Housing Authority administers 59 Housing Choice Vouchers (HCVs) – 29 in Graham County and 30 in Yavapai County. The Public Housing Authority has oversight and monitoring responsibilities for 107 subsidized properties – representing 7,580 units throughout the state. Approximately \$200,000 million in project based Section 8 subsidies has been processed to date by the Department of Housing. |
| m. | Community Development Block Grant funds are used in rural communities to construct senior centers.   | ADOH |  |                             | <b>October 2007</b> - Arizona Department of Housing uses Community Development Block Grant (CDBG) funds in rural communities to address a wide variety of community development needs including the construction or improvements to a range of community facilities such as senior, community, social service, health and youth centers.   |
| n. | Researches refinancing opportunities for all seniors, including reverse mortgages, and disseminate information throughout the state.   | ADOH |  | Ongoing                     | <b>October 2007</b> - Arizona Department of Housing remains engaged in discussions with its lending partners regarding mortgage products and impact low-income and senior communities.   |

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| o. | Provide a set aside for senior housing projects in Low Income Housing Tax Credit (LIHTC) program.   | ADOH |  | Ongoing | <b>October 2007</b> - The 2007, publicly reviewed. Low-Income Housing Tax Credit (LIHTC) Qualified Application Plan (QAP) set aside allocations devoted to Special Needs Population and Seniors. The Qualified Allocation Plan is reviewed annually.  |
| p. | Investigate the potential for earmarking a portion of the annual CDBG State Special Projects (SSP) funding to support senior housing and related service facilities in eligible areas of rural Arizona. | ADOH |  | Ongoing | <b>October 2007</b> - Projects are selected for State Special Projects (SSP) funding through a competitive process in which application are scored by a rating and ranking system that includes specific criteria to be reviewed including the extent to which the project provides a direct, provable benefit to low-income and special needs persons, especially, how effectively the proposal proves that the need for the project exists. |
| q. | Provide gap financing to developers of affordable senior rental housing using other public and private financing resources.   | ADOH |  | Ongoing | <b>October 2007</b> - Projects awarded Low-Income Housing Tax Credit (LIHTC), including those projects which provide affordable housing to senior population may currently apply for GAP funding through the State Housing Fund.  |
| r. | Seek opportunities to provide funding for the rehabilitation of existing senior housing projects.   | ADOH |  | Ongoing | <b>October 2007</b> - Arizona Department of Housing administers its funding programs to promote rehabilitation of existing senior housing projects, including HUD 202 projects.   |

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|----|--|------|--|---------|---|
| s. | Make financing allowances for expanded recreational and service facilities in new senior housing developments.                                     | ADOH |  | Ongoing | <b>October 2007</b> - Arizona Department of Housing, as described in the 2006 Qualified Allocation Plan, did award specific points to projects serving 80% of more elderly individuals. Project design that address specific and targeted needs are fundamentals elements of the ADOH planning process.   |
| t. | Consider use of specific allocation of financial resources and/or use of set asides and preferences to encourage and stimulate senior development. | ADOH |  | Ongoing | <b>October 2007</b> - Arizona Department of Housing uses Low-Income Housing Tax Credit (LIHTC), Bond, and HOME financing to produce 1,200 new rental units affordable to low-income persons, including those in senior populations.   |
| u. | Determine the feasibility of establishing a Handyman Program to assist seniors in maintaining their homes.   | ADOH |  | Ongoing | <b>October 2007</b> - Arizona Department of Housing currently promotes collaboration between service providers to maximize use of funds to provide housing and services for the elderly. Programs, such as the Handyman Program. Through its work with local service providers, Arizona Department of Housing will explore programs that assist seniors in maintaining their homes. |
| v. | Use historic preservation incentives to assist elderly homeowners in older neighborhoods to remain in their homes.                                 | ASP  |  |         |   |

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| w. | Request a Veterans Administration (VA) grant to fund Phase II of the Cemetery Master Plan.  | ADVS | US Department of Veterans Affairs | 2007    | <b>July 2007</b> - The US Army Corps of Engineers identified its scope of services and provide a cost estimate to the Department in May. Their services are necessary to acquire the land at Camp Navajo (near Flagstaff). The newly hired Assistant Deputy Director in charge of the Cemetery Program will be going to the location this month to see the selected site. |
| x. | Obtain a VA grant to build a second state veteran home in Tucson.   | ADVS | US Department of Veterans Affairs | 2007    | In progress   |
| y. | Consider implementation of a lease-to-own concept for funding additional facilities.  | ADVS |                                   | 2007    | <b>Task Completed – 2007<br/>Concept investigated, not an option</b>  |
| z. | Monitor funding to ensure payments for services received through conservator services is sufficient to cover expenses incurred in delivering required services. | ADVS |                                   | Ongoing | <b>July 2007</b> - Additional funding was provided to the Fiduciary Division during the 2007 Legislative Session (\$722,700 - HB-2781 - Forty-eighth Legislature - First Regular Session). The Chief Financial Officer continues to monitor income and expenditures.  |

**Objective 8.2: Improve administrative processes to streamline activities and increase coordination.**

| Strategies | Lead Agency  | Key Partner | Start/End Dates                          | Progress/Accomplishments   |
|------------|--|-------------|--|--|
| a.         | Continue to implement Web-based strategies for collecting and providing licensing and vital records information.   | ADHS        |  |  |
| b.         | Use the Strategic Planning Process to adjust for challenges such as recruitment, retention, training and service delivery brought on by an aging population. | DPS         | DPS Executive Mgt.<br>2/28/06 ~ 12/31/07 | <p><b>March 2007</b> DPS executive staff revised agency goals and strategic issues for Strategic Plan FY07-10 identifying this as an agency challenge in setting objectives and service measurements. Implemented COMPSTAT process for accountability.</p> <p><b>July 2007</b> – Efforts ongoing</p> <p><b>October 2007</b> - Efforts ongoing</p> <p><b>December 2007</b> - Volunteer program certified with national Volunteers in Policing Services V.I.P.</p> |
| c.         | Streamline processes to reduce inefficiencies and increase coordination to better serve the aging population.  | DES         |  | Refer to 1.1.d.  |

**Objective 8.3: Use cross-agency collaboration to reduce administrative costs and maximize results.**

| Strategies |   | Lead Agency                          | Key Partner | Start/End Dates | Progress/Accomplishments   |
|------------|---|--------------------------------------|-------------|-----------------|--|
| a.         | Participate in the Interagency Council on Long Term Care, the Governor's Advisory Council on Aging, the Citizen's Work Group on the Long Term Care Workforce, and other work groups to identify gaps in services and facilitate mutual improvement efforts. | DES                                  | GACA        | Ongoing         | <b>July 2007</b> - The Social, Health & Alzheimer's Committee within GACA formed a sub-committee on informal caregiving that is bringing various agencies and community stakeholders together in a "Call to Action" event designed to form a statewide caregiver coalition. The event is to be held on November 8th. |
| b.         | Through the Aging 2020 process, promote cross-agency collaboration and leveraging to promote streamlining and improve system management.  | <del>GACA</del><br>Governor's Office |             |                 | <b>October 2007</b> - see Objective 6.3.i above for update   |
| c.         | Partner with the Center for Medicare and Medicaid Services to integrate services for dual eligible seniors.   | AHCCCS                               |             | 2005 – Ongoing  | <b>July 2007</b> Three of the four ALTCS contractors are SNPs. The fourth contractor will begin as a SNP on 01/01/2008.<br><br><b>December 2007</b> - Four ALTCS contractors in Maricopa County are SNPs. The latest was effective 01/01/08  |
| d.         | Through systematic partnership building, foster collaborations between state agencies and the universities to create and evaluate new service delivery models within the aging network.   | ABOR                                 |             |                 | <b>October 2007</b> - ASU's School of Aging and Lifespan Development works closely with its gerontology advisory board, comprised of key leaders of the service sector. This advisory board meets regularly to review curriculum and to identify both immediate  |

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|  |  |  |  |  | and anticipated critical issues in the service system. At the UofA ACOA is assisting the DES to evaluate two new service models. The UofA also has two grants submitted for federal funding that involve collaboration with DHS. |
|--|--|--|--|--|--|

| <b><u>Key:</u></b> | <b><u>Participating State Agencies and Boards</u></b>             |
|--------------------|---|
| <b>ABOR</b>        | <b>Arizona Board of Regents</b>                                   |
| <b>ADC</b>         | <b>Arizona Department of Corrections</b>                          |
| <b>ADHS</b>        | <b>Arizona Department of Health Services</b>                      |
| <b>ADOA</b>        | <b>Arizona Department of Administration</b>                       |
| <b>ADOH</b>        | <b>Arizona Department of Housing</b>                              |
| <b>ADOT</b>        | <b>Arizona Department of Transportation</b>                       |
| <b>ADVS</b>        | <b>Arizona Department of Veterans Services</b>                    |
| <b>ASVH</b>        | <b>Arizona State Veteran Home</b>                                 |
| <b>ASRS</b>        | <b>Arizona State Retirement System</b>                            |
| <b>AG</b>          | <b>Arizona Attorney Generals Office</b>                           |
| <b>AHCCCS</b>      | <b>Arizona Health Care Cost Containment System</b>                |
| <b>AOT</b>         | <b>Office of Tourism</b>  |
| <b>ASP</b>         | <b>Arizona State Parks</b>  |
| <b>Commerce</b>    | <b>Arizona Department of Commerce</b>                             |
| <b>DES</b>         | <b>Department of Economic Security</b>                            |
| <b>DPS</b>         | <b>Department of Public Safety</b>                                |
| <b>GACA</b>        | <b>Governor's Advisory Council on Aging<br/>Governor's Office</b> |